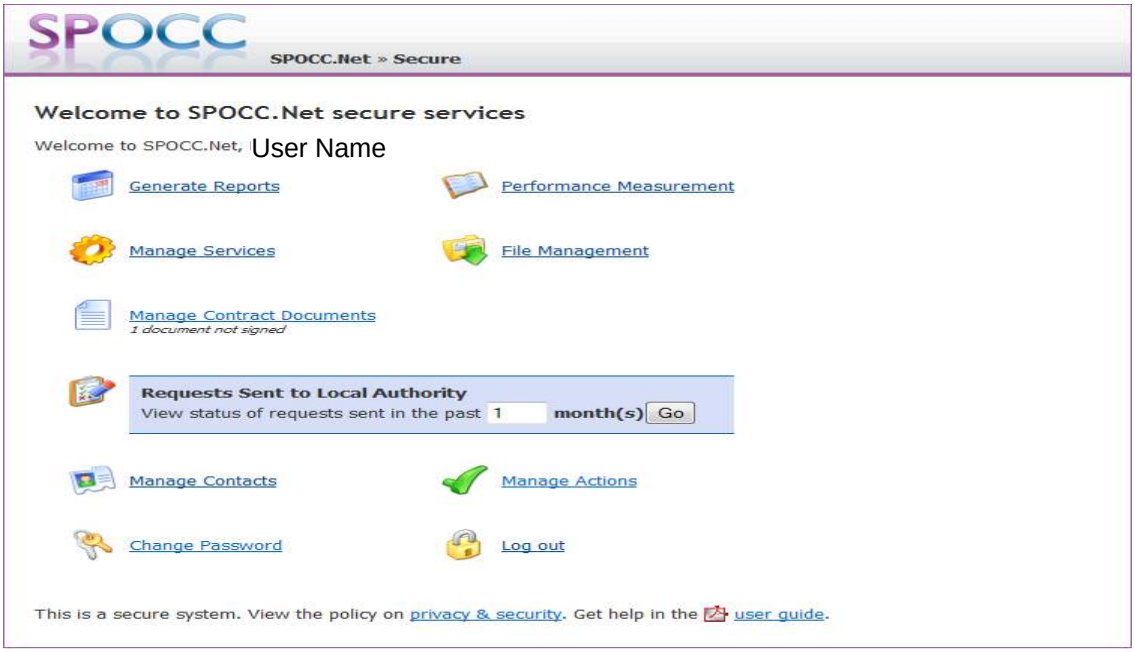
SPOCC.net Briefing For Providers


SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
Welcome to SPOCC.Net, User Name
Generate Reports
Performance Measurement
Manage Services
File Management
Manage Contract Documents
1 document not signed
Requests Sent to Local Authority
View status of requests sent in the past 1 month(s) Go
Manage Contacts
Manage Actions
Change Password
Log out
This is a secure system. View the policy on privacy & security. Get help in the user guide.

Guidance and Useful information

Version History
Version 1 – Issued on 26th April 2010

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1.0 Background

1.1 The Supporting People (SP) Modernising Services project aims to utilise the most up-to-date technology and business practices to deliver efficient and effective services within SP.

1.2 The project includes both the development of new ICT systems and the fundamental review and redesign of key business processes for the delivery of the programme.

1.3 The ICT part of the SP (SP) Modernising Services Project has two main strands:

- Implementation of 'SPOCC', the core ICT system to be used by the NIHE as the administrators of the programme.

- Implementation of the web-based modules which will facilitate the sharing and exchange of information externally. 'SPOCC.net' forms part of this second strand.

2.0 About SPOCC.net

SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
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Generate Reports
Performance Measurement
Manage Services
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This is a secure system. View the policy on privacy & security. Get help in the user guide.

2.1 'SPOCC.NET' is the web front end to the SPOCC product which provides a secure online link for data access and exchange between providers and the SP Team.

2.2 Internet based data exchange will offer benefits for both SP and housing support service providers. Examples include reducing workload and improving business efficiency through the minimisation of paper based transactions and quicker, more accurate updating of information.

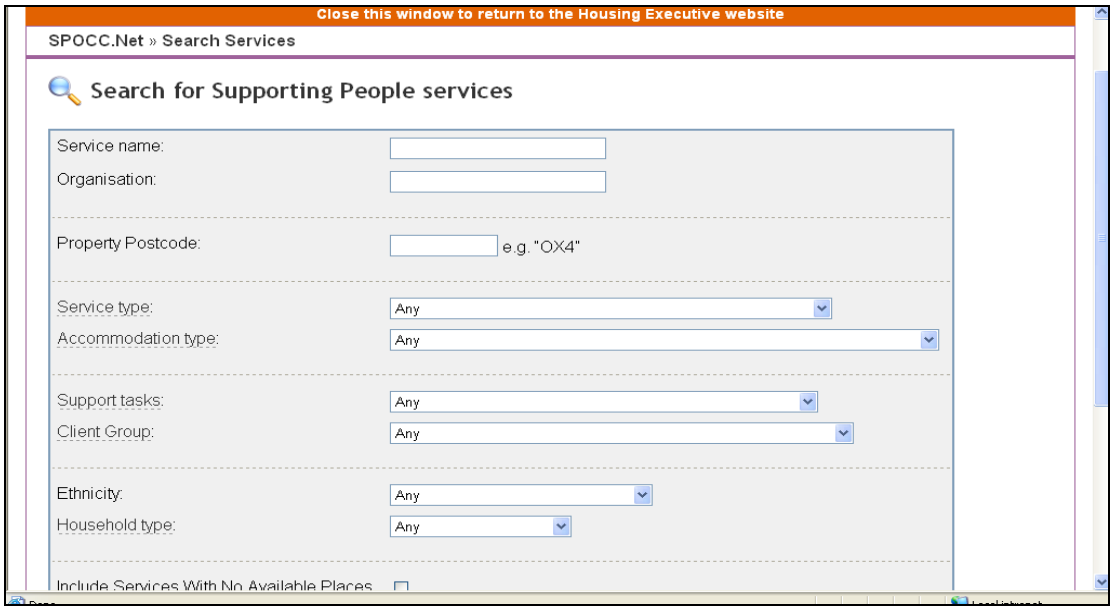
2.3 By logging into SPOCC.net, service providers will be able to view the information held by SP on their own services and clients, and perform key actions such as:

- Generate reports (e.g. subsidy payment schedules)
  - save and print subsidy schedules
  - import data into spreadsheets or other packages for further analysis
- Manage services:
  - submit changes to service details and property information
  - make additions and changes to service, client and schedule information
- Manage contacts:
  - Add/update and submit changes to contacts in their organisation
- Performance management:
  - submit monitoring information to SP via workbooks which are pre-populated with the relevant core data
  - complete and submit QAFs
- Manage actions and requests from SP, which can be managed either by individual users or for the whole organisation.

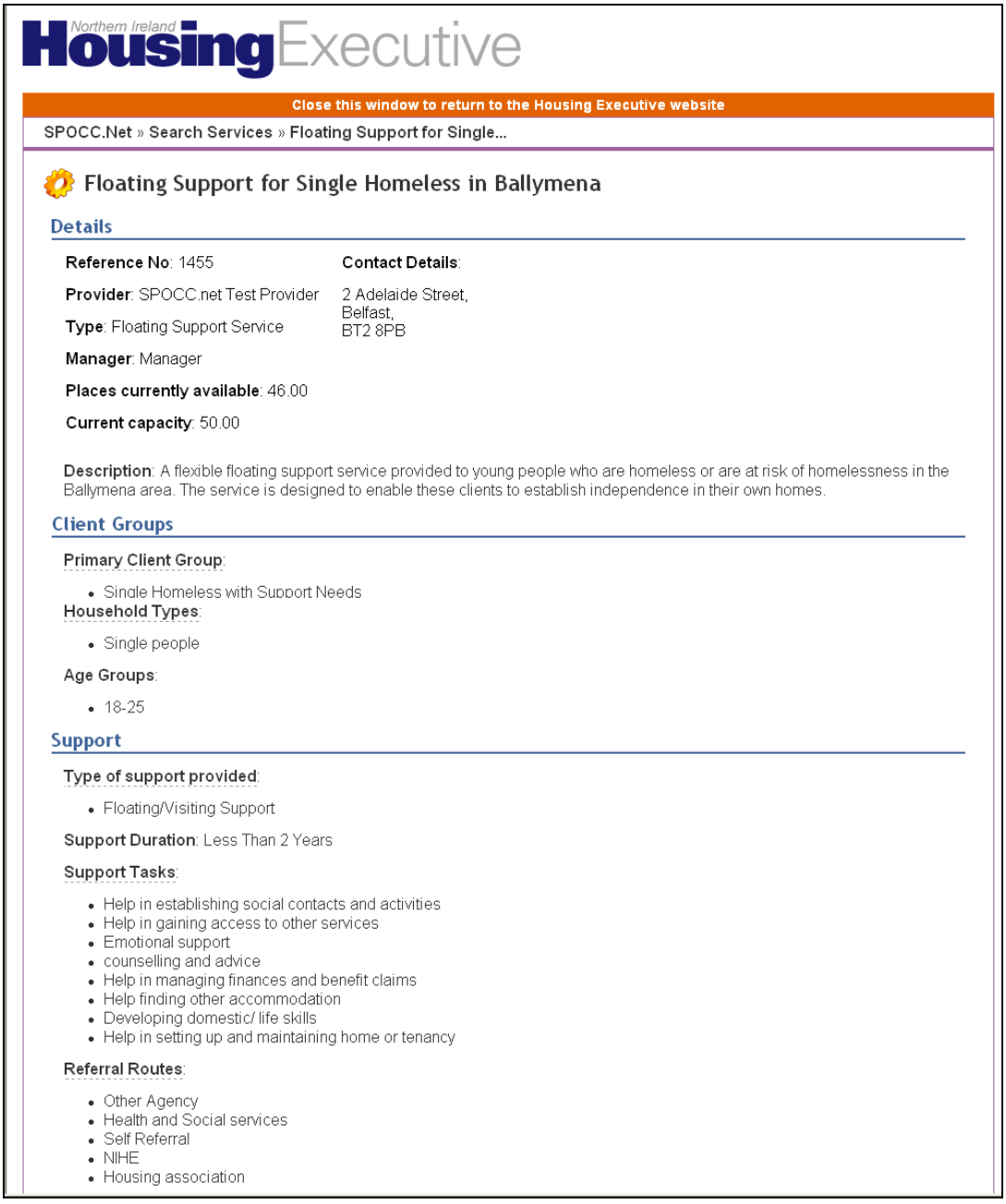
3.0 About the Public Services Directory

3.1 In the 2nd phase of the Modernising project, SP is also developing a public services directory for SP services. This directory will be available from the NIHE's website and will be accessible by the general public.

3.2 Visitors to the website will be able to search for services using a variety of search methods including postcode, organisation, client group and accommodation type.



The service directory will be pre-populated with information from the SPOCC system, including the service description, the client group for which each service is provided, the eligibility criteria, its location, the range of support services provided, any exclusions, contact details and referral routes. Information related to available places in the service as specified by the provider can also be published on the directory.


Northern Ireland Housing Executive
Close this window to return to the Housing Executive website
SPOCC.Net » Search Services » Floating Support for Single...
Floating Support for Single Homeless in Ballymena
Details
Reference No: 1455
Provider: SPOCC.net Test Provider
Type: Floating Support Service
Manager: Manager
Places currently available: 46.00
Current capacity: 50.00
Contact Details:
2 Adelaide Street,
Belfast,
BT2 8PB
Description: A flexible floating support service provided to young people who are homeless or are at risk of homelessness in the Ballymena area. The service is designed to enable these clients to establish independence in their own homes.
Client Groups
Primary Client Group:
Single Homeless with Support Needs
Household Types:
Single people
Age Groups:
18-25
Support
Type of support provided:
Floating/Visiting Support
Support Duration: Less Than 2 Years
Support Tasks:
Help in establishing social contacts and activities
Help in gaining access to other services
Emotional support
counselling and advice
Help in managing finances and benefit claims
Help finding other accommodation
Developing domestic/ life skills
Help in setting up and maintaining home or tenancy
Referral Routes:
Other Agency
Health and Social services
Self Referral
NIHE
Housing association

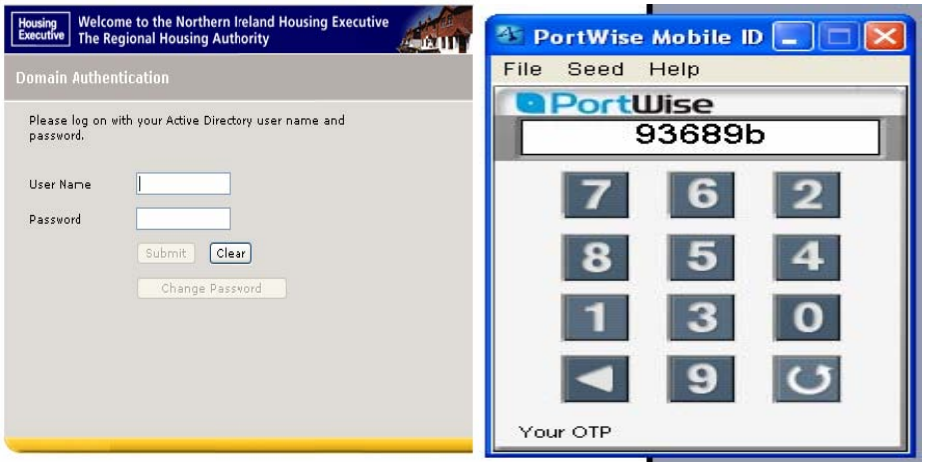
The Public Services Directory will be launched in early summer 2010.

4.0 Security & Access to SPOCC.net

4.1 SPOCC.net is a secure provider area of the SPOCC system and is only available to authorised users who can only access information relevant to their own organisation.

4.2 Users will access SPOCC.net through the NIHE's system using PortWise, the remote access management software used by the NIHE. This means that there will be an additional layer of security required and it will not be possible for users to log directly into SPOCC.net.

4.3 Each time a user wants to use SPOCC.net, they will firstly have to gain access to the NIHE system through PortWise. This will involve entering a user name and pin number which will allow you to generate the 'one time password' needed to log on to the PortWise Portal. When you have accessed the NIHE system, you will then be able to access SPOCC.net by entering your SPOCC.net password.



4.4 Overview of PortWise Set Up Process

4.4.1 Each user will need to have a PortWise account before they can use SPOCC.net and the PortWise software will have to be installed on their PCs.

4.4.2 For PortWise accounts to be issued, provider organisations must complete and return a Conditions of Connection form. This document is designed to ensure that all NIHE information held or accessed by a third party via remote access is protected and remains secure at all times.

4.4.3 Set up of accounts will be completed by the Housing Executive's strategic partner, BT. Users can install the PortWise software themselves – a User Manual containing detailed instructions will be supplied to users by BT along with PortWise account access details. For providers who may require assistance with the installation process, a member of staff from the Housing Executive's I.T. department, on

request, will visit your organisation and install the PortWise software on each user's PC.

4.5 Support Arrangements

4.5.1 Following installation, The Housing Executive's strategic partner, BT will provide support to providers to assist with any PortWise issues. This will be done remotely through the Service Desk and no further on site support will be provided. The contact details for the BT Service Desk are shown below:

Email address: servicedesk@nihe.gov.uk
Telephone: 028 90 318 666

4.5.2 Once PortWise and SPOCC.net are operational, all technical queries relating to PortWise/ SPOCC.net should be raised with the BT Service Desk. For any other queries relating to the general use of SPOCC.net, users can contact a member of the Modernising Services Project Team. Contact details are:

Caroline Connor	caroline.connor@nihe.gov.uk	028 90318402
Julie Alexander	julie.alexander@nihe.gov.uk	028 90318819
Darren Stockdale	darren.stockdale@nihe.gov.uk	028 90318692
David Mayne	david.mayne@nihe.gov.uk	028 90318800
James Taylor	james.taylor@nihe.gov.uk	028 90318820

5.0 Logging onto SPOCC.net

5.1 Before entering your username and password into SPOCC.net, users will have to complete the synchronised authentication process in PortWise.

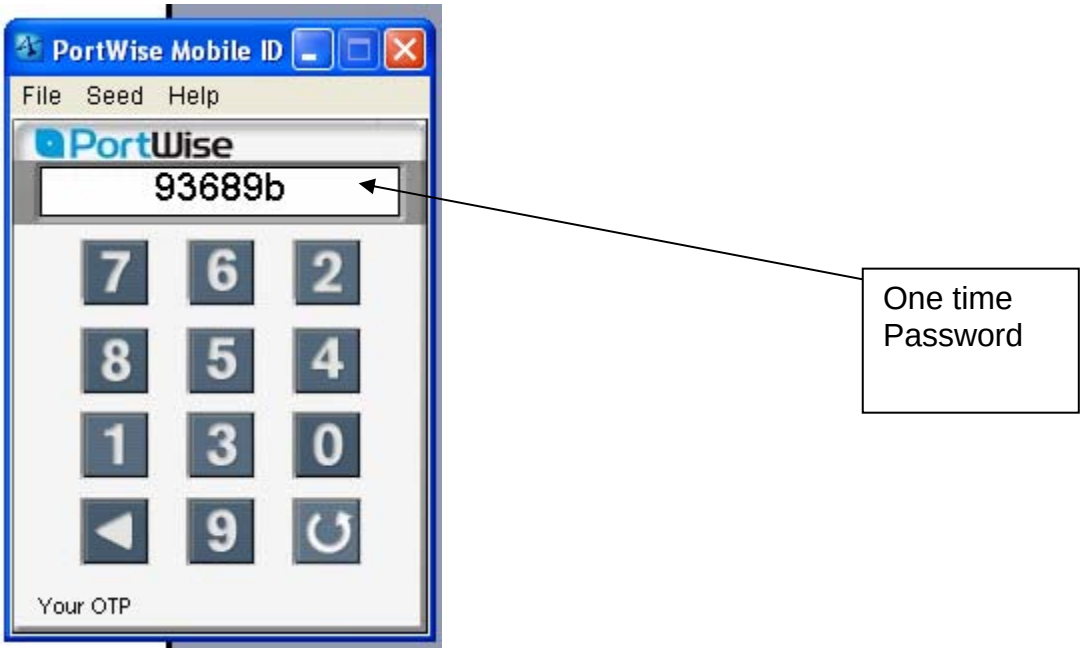
5.2 All users should have been provided with the user manual for PortWise detailing this process. A summary is also provided below.

5.3 Factor Synchronised Authentication

If the software is not already open, go to **Start** -> **All Programs** ->**PortWise** -> **Mobile ID** -> **PortWise Mobile ID**. Enter the PIN that has been supplied to you (or the PIN you have changed it to) by clicking each number in the sequence with your mouse.

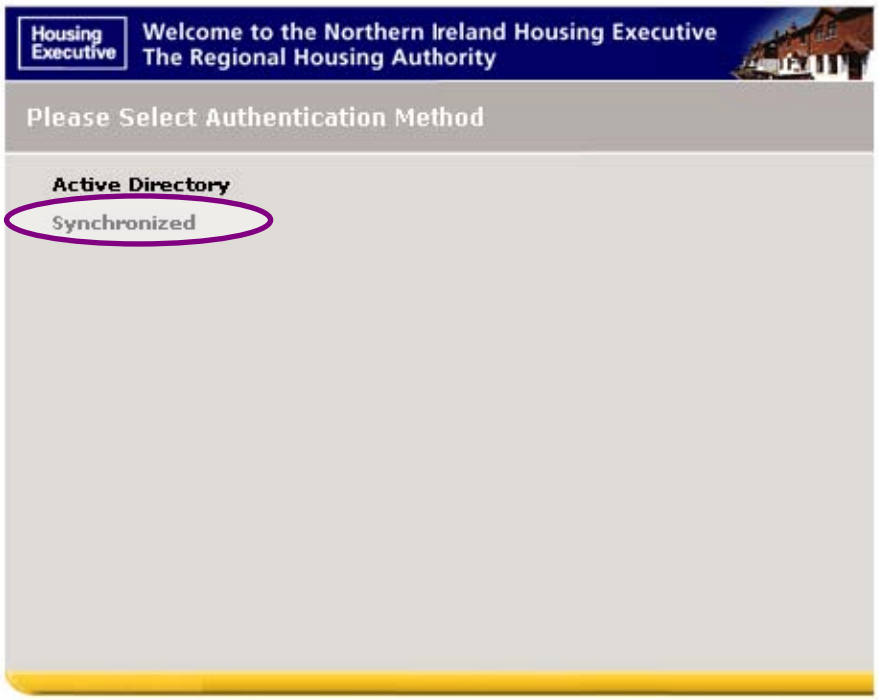
If you make a mistake while entering your PIN, click the refresh button in the bottom right corner, and re-enter your PIN.

Security Note: Each time you click refresh the keypad, the numbers are shuffled. This ensures that software such as key loggers cannot learn your PIN, and therefore this method helps ensure only authorised personnel are accessing the system.

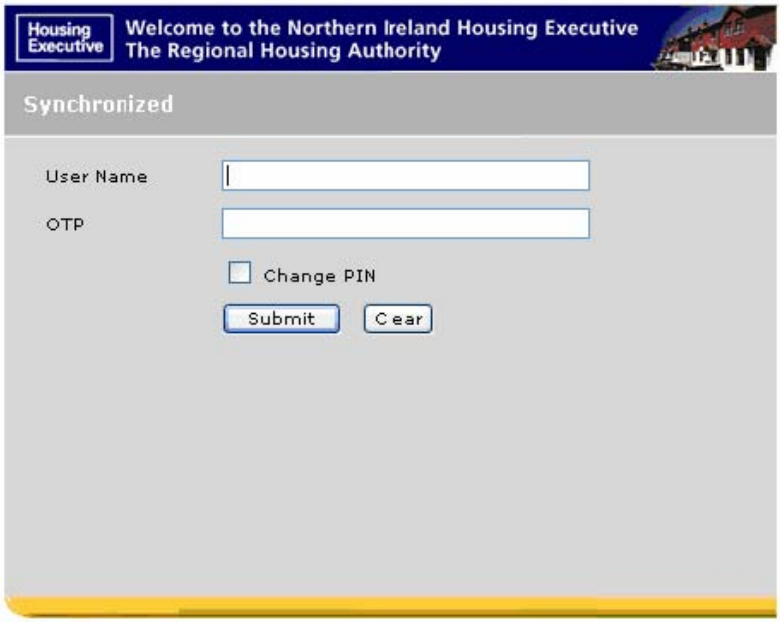


When you have entered your PIN correctly, the Mobile ID Client will generate you a One Time Password (OTP). As the name suggests, this password can be used only once to access PortWise. This must be entered during the first phase of authentication with the portal page.
Note: once the OTP appears it is automatically copied to your Windows Clipboard, so by opening the Synchronized logon page, you can paste it (using Ctrl+V) straight into the OTP field.

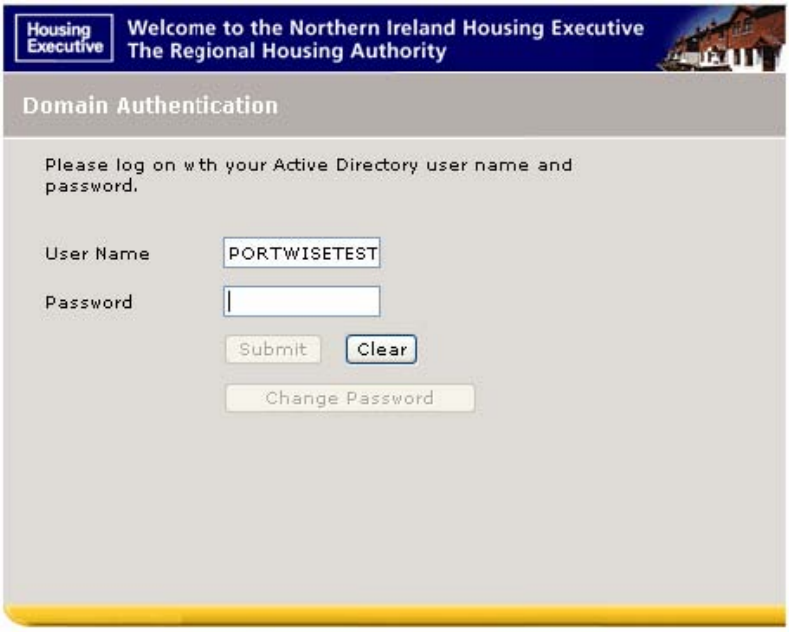
Type the following address into your internet browser: https://access.nihe.gov.uk



Select **Synchronized.** You will be prompted to supply your **User Name** and **OTP**.



When you enter these details and click Submit, you will be prompted for the second phase of authentication, **Domain authentication.**



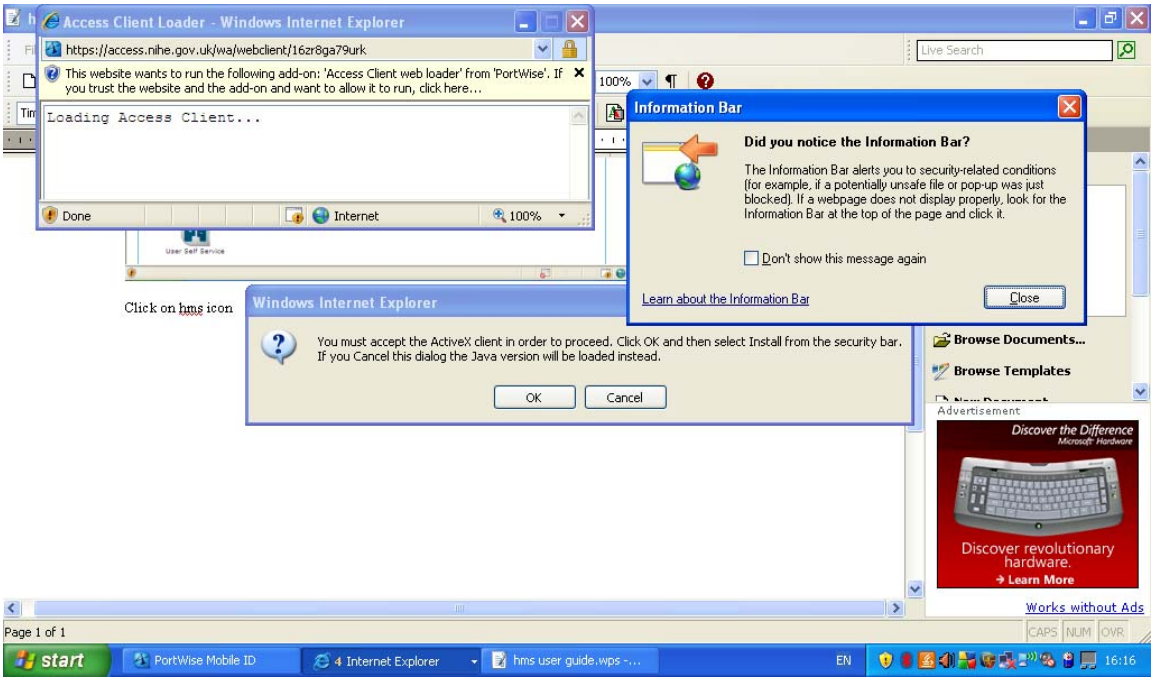
Enter your **Domain Password** and click **Submit.** And you will be taken to the Portal Resources page, where you can select the applications you need access to.

5.4 Accessing SPOCC.net

After completing the synchronised authentication process using PortWise, users will be prompted to select the application they need to access from the Portal Resources Page.

You select the icon “SP LIVE” in order to access SPOCC.net.

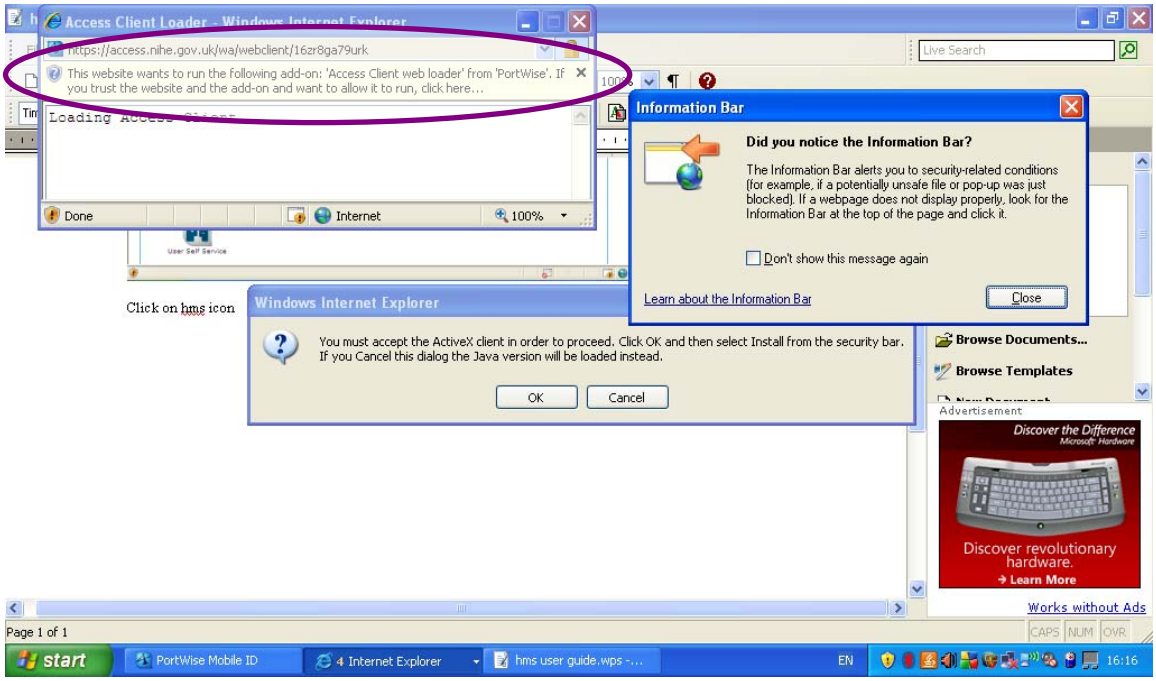
Housing Executive
Welcome to the Northern Ireland Housing Executive
The Regional Housing Authority
FAQ's
Log Off
Welcome to the NIHE Portal. The resources you have access to are displayed below. To start a resource, click the corresponding icon. Users must keep their details updated using the Self-Service Icon in the portal. Please remember to LOGOFF the portal when finished.
Resources
Directory
Fault Reporting
Mobile ID Clients
Supporting People LIVE
User Self Service


Access Client Loader - Windows Internet Explorer
https://access.nihe.gov.uk/wa/webclient/16zr8ga79urk
This website wants to run the following add-on: 'Access Client web loader' from 'PortWise'. If you trust the website and the add-on and want to allow it to run, click here...
Loading Access Client...
Done
Internet
100%
Information Bar
Did you notice the Information Bar?
The Information Bar alerts you to security-related conditions (for example, if a potentially unsafe file or pop-up was just blocked). If a webpage does not display properly, look for the Information Bar at the top of the page and click it.
Don't show this message again
Learn about the Information Bar
Close
Click on hms icon
Windows Internet Explorer
You must accept the ActiveX client in order to proceed. Click OK and then select Install from the security bar. If you Cancel this dialog the Java version will be loaded instead.
OK
Cancel
Browse Documents...
Browse Templates
Advertisement
Discover the Difference
Discover revolutionary hardware.
Learn More
Works without Ads
Page 1 of 1
start
PortWise Mobile ID
4 Internet Explorer
hms user guide.wps -...
EN
16:16

The first time the SP icon has been selected several pop ups will appear (**this will be a one time occurrence to apply the configuration**)

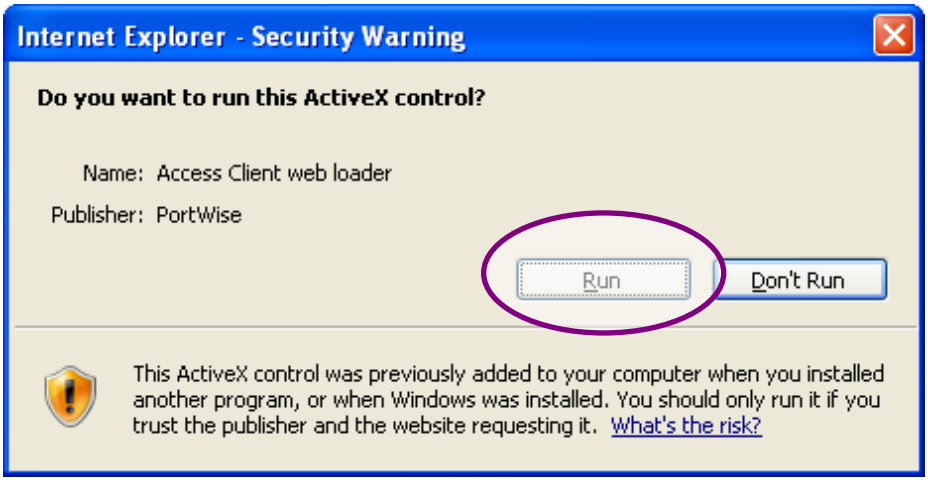
Click on information bar - click don’t show message again then close
Click on OK –

You must accept the client Active X to proceed


Access Client Loader - Windows Internet Explorer
This website wants to run the following add-on: 'Access Client web loader' from 'PortWise'. If you trust the website and the add-on and want to allow it to run, click here...
Loading Access Client
Done
Internet
100%
Information Bar
Did you notice the Information Bar?
The Information Bar alerts you to security-related conditions (for example, if a potentially unsafe file or pop-up was just blocked). If a webpage does not display properly, look for the Information Bar at the top of the page and click it.
Don't show this message again
Learn about the Information Bar
Close
Click on hms icon
Windows Internet Explorer
You must accept the ActiveX client in order to proceed. Click OK and then select Install from the security bar. If you Cancel this dialog the Java version will be loaded instead.
OK
Cancel
Browse Documents...
Browse Templates
Advertisement
Discover the Difference
Discover revolutionary hardware.
Learn More
Works without Ads
Page 1 of 1
start
PortWise Mobile ID
4 Internet Explorer
hms user guide.wps -...
EN
16:16

Accept the ActiveX client in the security bar above or by adjusting browser security levels.

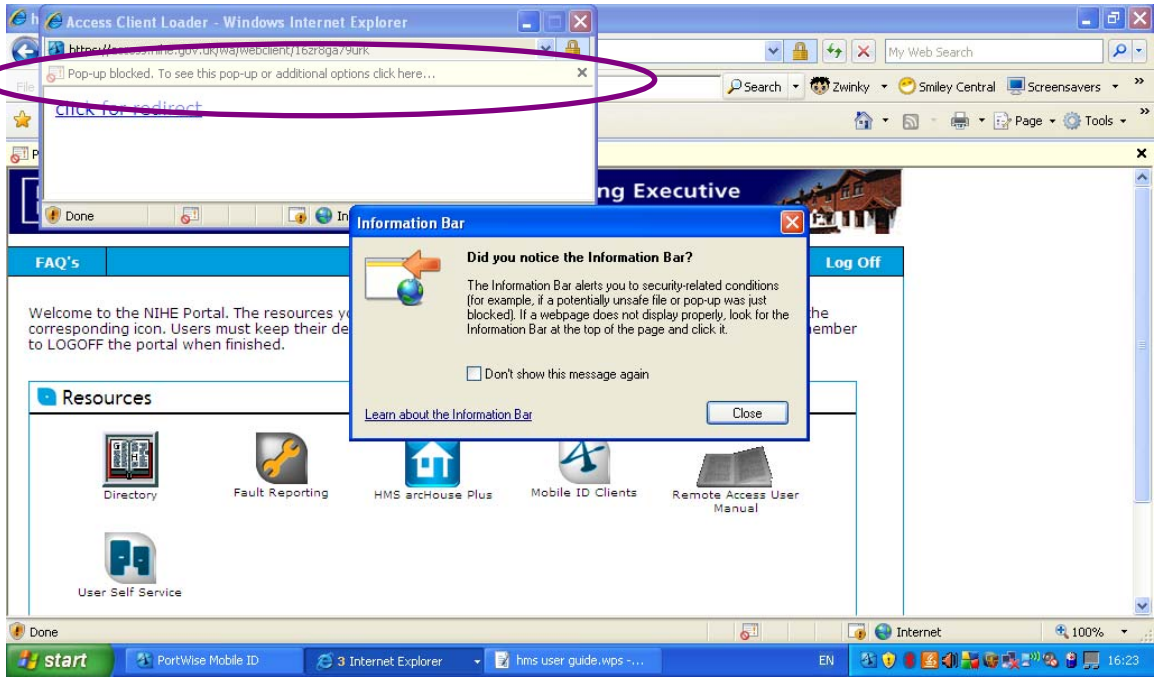
Click on top of screen where it says the website wants to run the following add on : Access Client web loader ‘from Portwise’ and run activex control - Click Run.


Internet Explorer - Security Warning
Do you want to run this ActiveX control?
Name: Access Client web loader
Publisher: PortWise
Run
Don't Run
This ActiveX control was previously added to your computer when you installed another program, or when Windows was installed. You should only run it if you trust the publisher and the website requesting it. What's the risk?

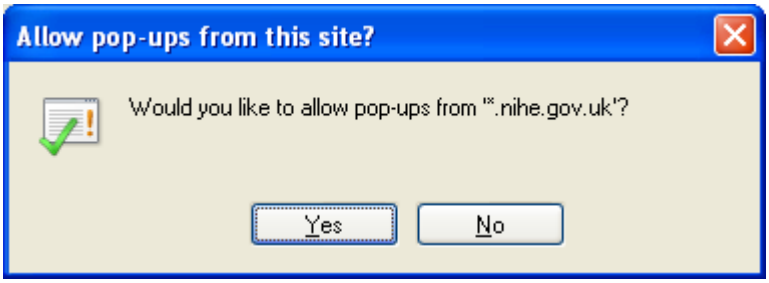
This will install the update after you click **yes** on the screen below

Access Client Loader Alert
WARNING! The server you are contacting is trying to update your client with an untrusted update.
Proceed with update from "access.nihe.gov.uk" anyway?
Yes
No

This is a one time update from the NIHE's secure server and is therefore a trusted update.


Access Client Loader - Windows Internet Explorer
Pop-up blocked. To see this pop-up or additional options click here...
Information Bar
Did you notice the Information Bar?
The Information Bar alerts you to security-related conditions (for example, if a potentially unsafe file or pop-up was just blocked). If a webpage does not display properly, look for the Information Bar at the top of the page and click it.
Don't show this message again
Learn about the Information Bar
Close
FAQ's
Log Off
Welcome to the NIHE Portal. The resources
corresponding icon. Users must keep their
to LOGOFF the portal when finished.
Resources
Directory
Fault Reporting
HMS arcHouse Plus
Mobile ID Clients
Remote Access User Manual
User Self Service
Done
start

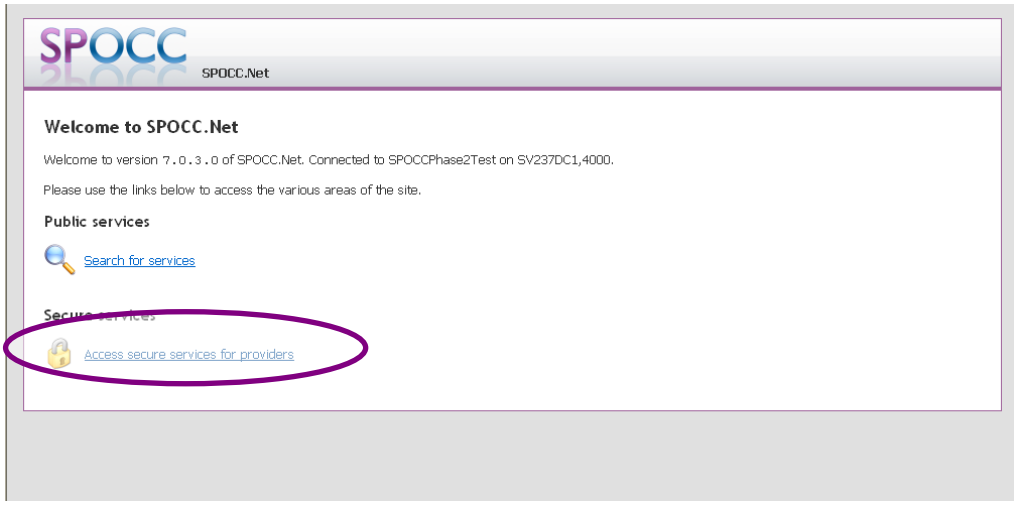
If pop ups are blocked - click on pop-up blocked and select always allow pop-ups from this site. (Pop blocker can sometimes be enabled in IE browser settings under Tools – Internet Options – Privacy – un tick the check box to disable).



Click yes to allow pop-ups from nihe.gov.uk

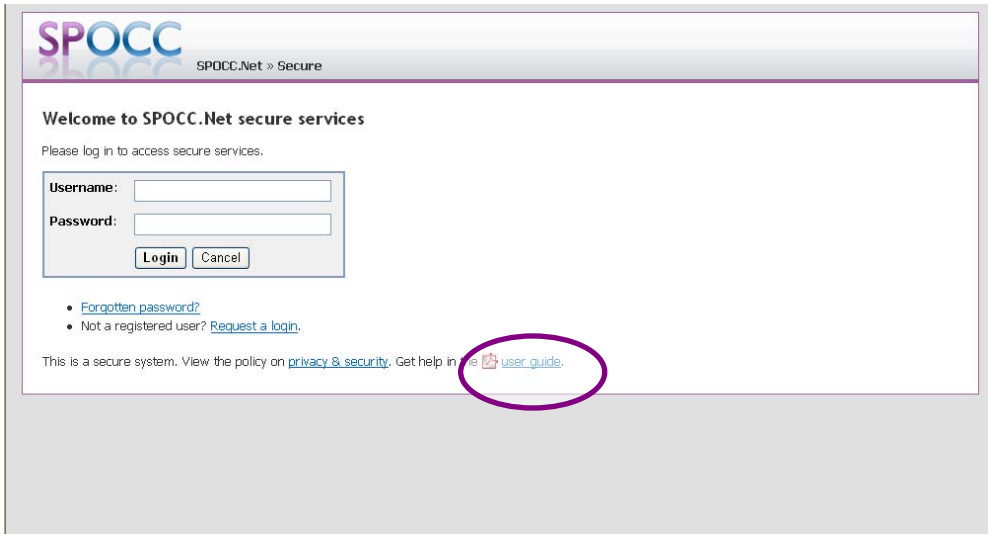
You should now be able to access the SPOCC secure site.

Then select **Access Secure Services for Providers**:


SPOCC
SPOCC.Net
Welcome to SPOCC.Net
Welcome to version 7.0.3.0 of SPOCC.Net. Connected to SPOCCPhase2Test on SV237DC1,4000.
Please use the links below to access the various areas of the site.
Public services
Search for services
Access secure services for providers

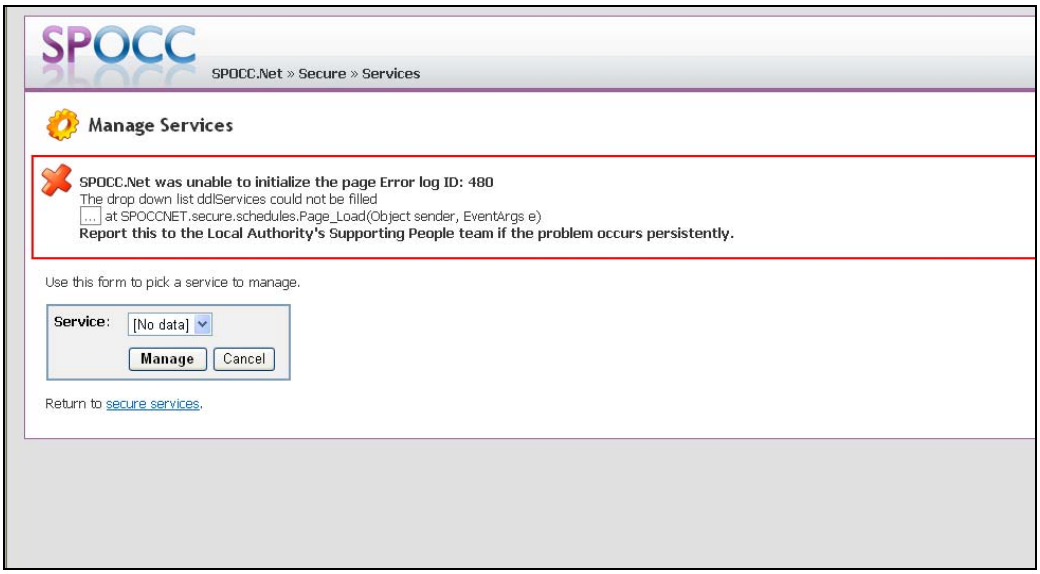
Each user will be issued with their username and a temporary password by SP. Users should change this temporary password during their first log in session. (Guidance for changing your password is on page 42)

Type your **Username** & **Password** and select or click the **login** button. Please see below.


SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
Please log in to access secure services.
Username:
Password:
Login
Cancel
Forgotten password?
Not a registered user? Request a login.
This is a secure system. View the policy on privacy & security. Get help in the user guide.

It should be noted that providers can also refer to the **OCC User Guide** for further information. See above:

For security reasons SPOCC.net employs a timeout feature whereby after a predefined period of inactivity you will be logged out of the system and an error message similar to that below may appear. If you become logged out through this timeout feature you will need to return to the secure log-in screen and re-enter your username and password in order to continue working.


SPOCC
SPOCC.Net » Secure » Services
Manage Services
SPOCC.Net was unable to initialize the page Error log ID: 480
The drop down list ddlServices could not be filled
... at SPOCCNET.secure.schedules.Page_Load(Object sender, EventArgs e)
Report this to the Local Authority's Supporting People team if the problem occurs persistently.
Use this form to pick a service to manage.
Service:
[No data]
Manage
Cancel
Return to secure services.

6.0 Submitting Quarterly Performance Returns

6.1 Quarterly Performance Returns (formerly called contract performance returns or CPRs), should be completed and submitted using the performance workbooks in SPOCC.net. These workbooks mirror those used nationally and were developed by CLG.

6.2 More detailed guidance on the performance measures included in the workbook and how to complete them is provided on the SP section of the NIHE's website and will be provided to each user as part of their training documentation.

6.3 The workbook includes the existing performance indicators which providers currently make returns against for availability, utilisation, throughput and departures from short term accommodation. An additional performance indicator is included in relation to departures from longterm accommodation services. A summary of the performance indicators for which returns will be collected via SPOCC.net is provided below:

Performance Indicator	Definition	Applicable Services
KPI 1	% of Services Users Establishing & Maintaining Independent Living	Long term services & Support Only Services
KPI 2	% of planned moves	Short term Services
SPI 1	Available units as a % of contracted units	Accommodation services
SPI 2	Occupied/utilised units as a % of contracted units	All services
SPI 4	% of service users moving through	All services

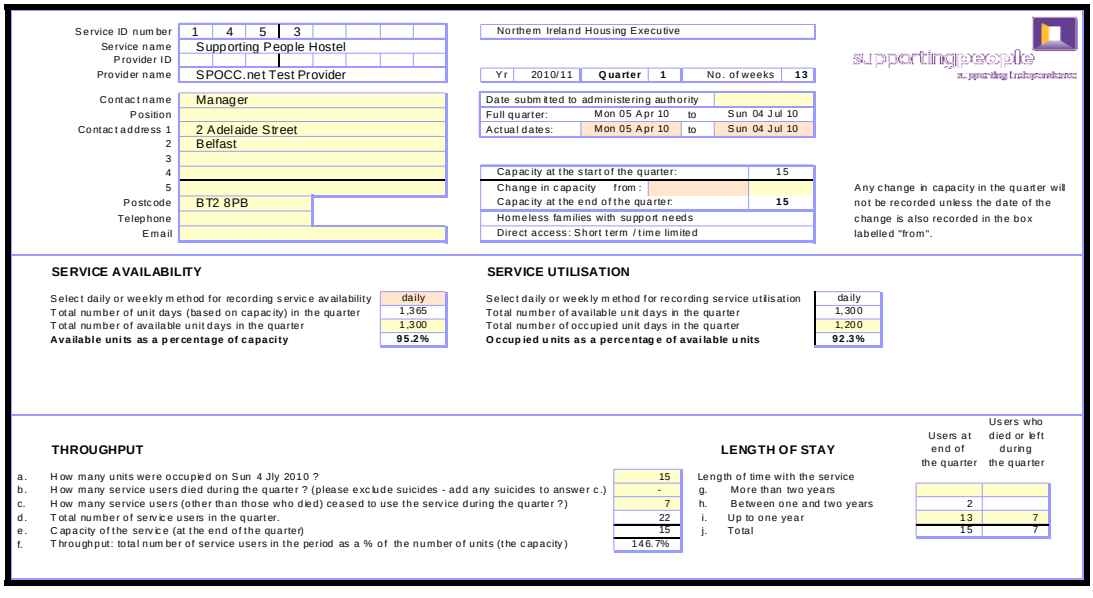
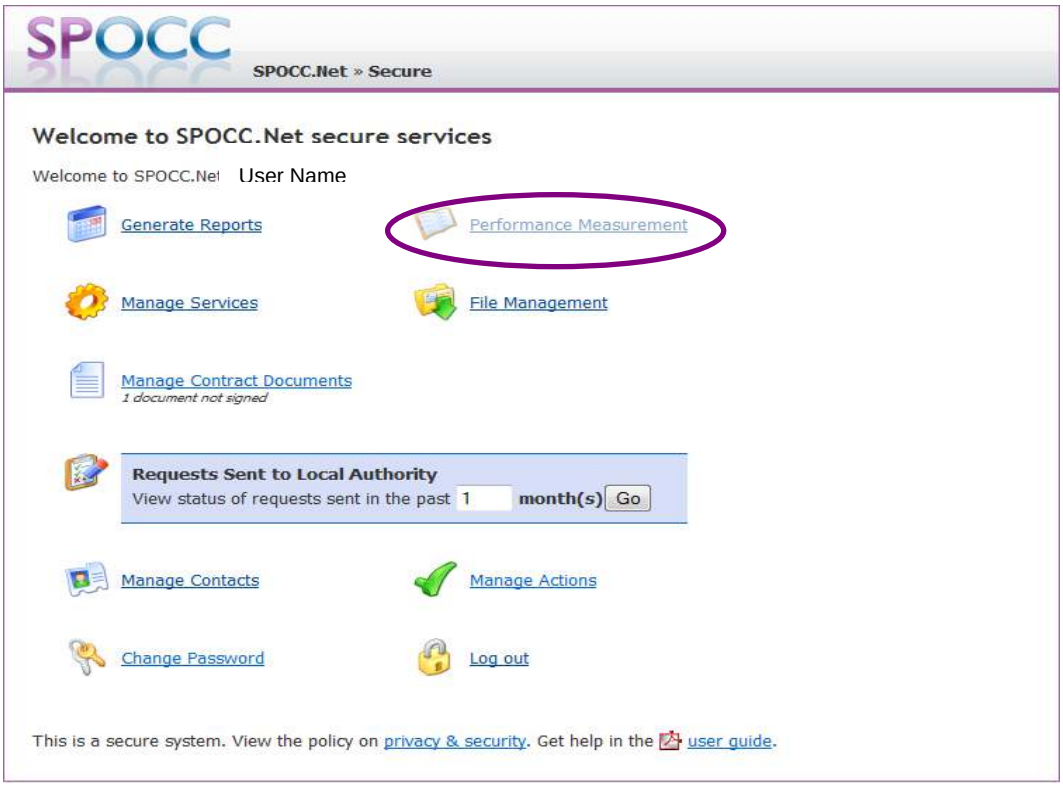
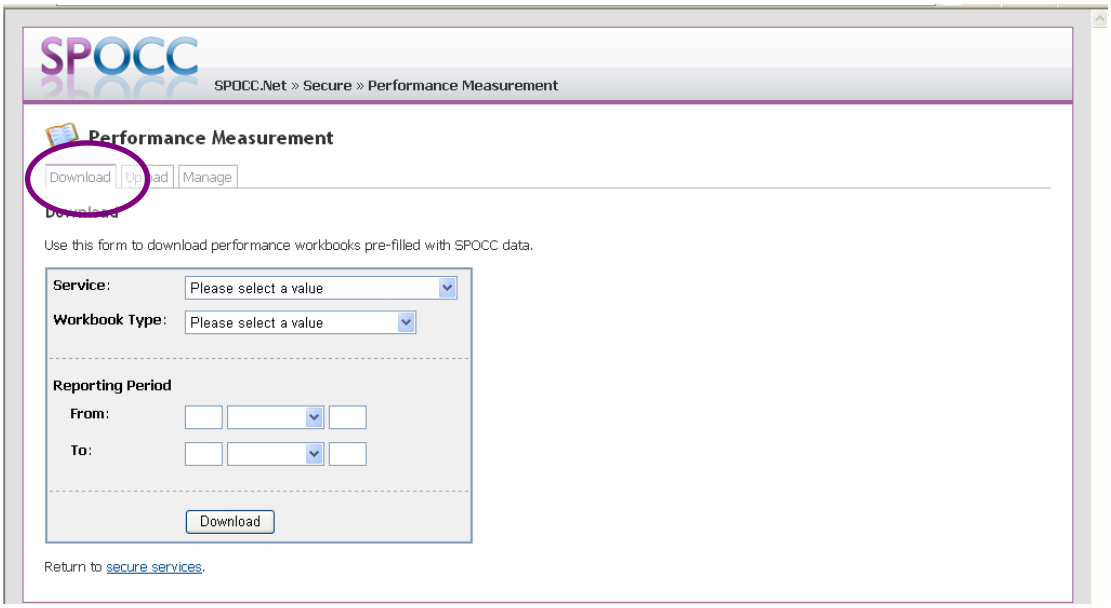

Service ID number 1 4 5 3
Service name Supporting People Hostel
Provider ID
Provider name SPOCC.net Test Provider
Contact name Manager
Position
Contact address 1 2 Adelaide Street
2 Belfast
3
4
5
Postcode BT2 8PB
Telephone
Email
Northern Ireland Housing Executive
Yr 2010/11 Quarter 1 No. of weeks 13
Date submitted to administering authority
Full quarter: Mon 05 Apr 10 to Sun 04 Jul 10
Actual dates: Mon 05 Apr 10 to Sun 04 Jul 10
Capacity at the start of the quarter: 15
Change in capacity from :
Capacity at the end of the quarter: 15
Homeless families with support needs
Direct access: Short term / time limited
supportingpeople
Any change in capacity in the quarter will not be recorded unless the date of the change is also recorded in the box labelled "from".
SERVICE AVAILABILITY
Select daily or weekly method for recording service availability daily
Total number of unit days (based on capacity) in the quarter 1,365
Total number of available unit days in the quarter 1,300
Available units as a percentage of capacity 95.2%
SERVICE UTILISATION
Select daily or weekly method for recording service utilisation daily
Total number of available unit days in the quarter 1,300
Total number of occupied unit days in the quarter 1,200
Occupied units as a percentage of available units 92.3%
THROUGHPUT
a. How many units were occupied on Sun 4 Jly 2010 ? 15
b. How many service users died during the quarter ? (please exclude suicides - add any suicides to answer c.) -
c. How many service users (other than those who died) ceased to use the service during the quarter ?) 7
d. Total number of service users in the quarter. 22
e. Capacity of the service (at the end of the quarter) 15
f. Throughput: total number of service users in the period as a % of the number of units (the capacity) 146.7%
LENGTH OF STAY
Users at end of the quarter
Users who died or left during the quarter
Length of time with the service
g. More than two years
h. Between one and two years 2
i. Up to one year 13 7
j. Total 15 7

Figure 1 – *Excerpt from Performance Workbook*

6.4 Completing & Uploading Workbooks Via SPOCC.net

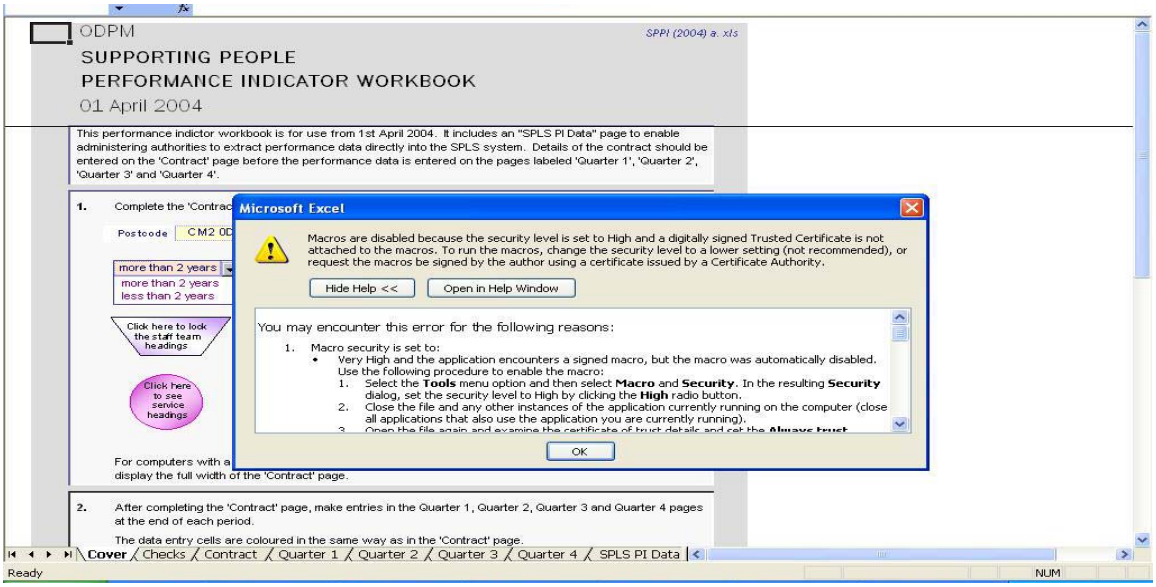

SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
Welcome to SPOCC.Net User Name
Generate Reports
Performance Measurement
Manage Services
File Management
Manage Contract Documents
1 document not signed
Requests Sent to Local Authority
View status of requests sent in the past 1 month(s) Go
Manage Contacts
Manage Actions
Change Password
Log out
This is a secure system. View the policy on privacy & security. Get help in the user guide.

Users should select performance measurement from the home page and then select download in order to download the workbook for completion. Each service requires its own individual workbook. Each workbook only needs to be downloaded once at the start of the financial year and updated every quarter.



Then fill in the following fields**: Service; Workbook Type – "(SPPI (2004) a"; Reporting Period From; and Reporting Period To.**

The workbook should be completed in accordance with the guidance provided. If macros have been disabled, the workbook can not be fully completed and you will receive a prompt message similar to that below:


ODPM
SUPPORTING PEOPLE
PERFORMANCE INDICATOR WORKBOOK
01 April 2004
SPPI (2004) a .xls
Microsoft Excel
Macros are disabled because the security level is set to High and a digitally signed Trusted Certificate is not attached to the macros. To run the macros, change the security level to a lower setting (not recommended), or request the macros be signed by the author using a certificate issued by a Certificate Authority.
Hide Help <<
Open in Help Window
You may encounter this error for the following reasons:
OK
Cover
Checks
Contract
Quarter 1
Quarter 2
Quarter 3
Quarter 4
SPLS PI Data
Ready
NUM

Macros should be enabled by selecting tools and then Macro and Security, change the security level to high. You will need to exit and reopen the workbook for the new security settings to apply.

It should then be saved within the user's computerised files (if Microsoft Office 2007 is installed on your computer you will need to save your documents as Microsoft 1997/2003 version instead of the 2007 default version. **You can do this by going to 'File', 'Save as' & go to the drop down box for 'Save as type' & select Word 97-2003 Document (.doc)).**

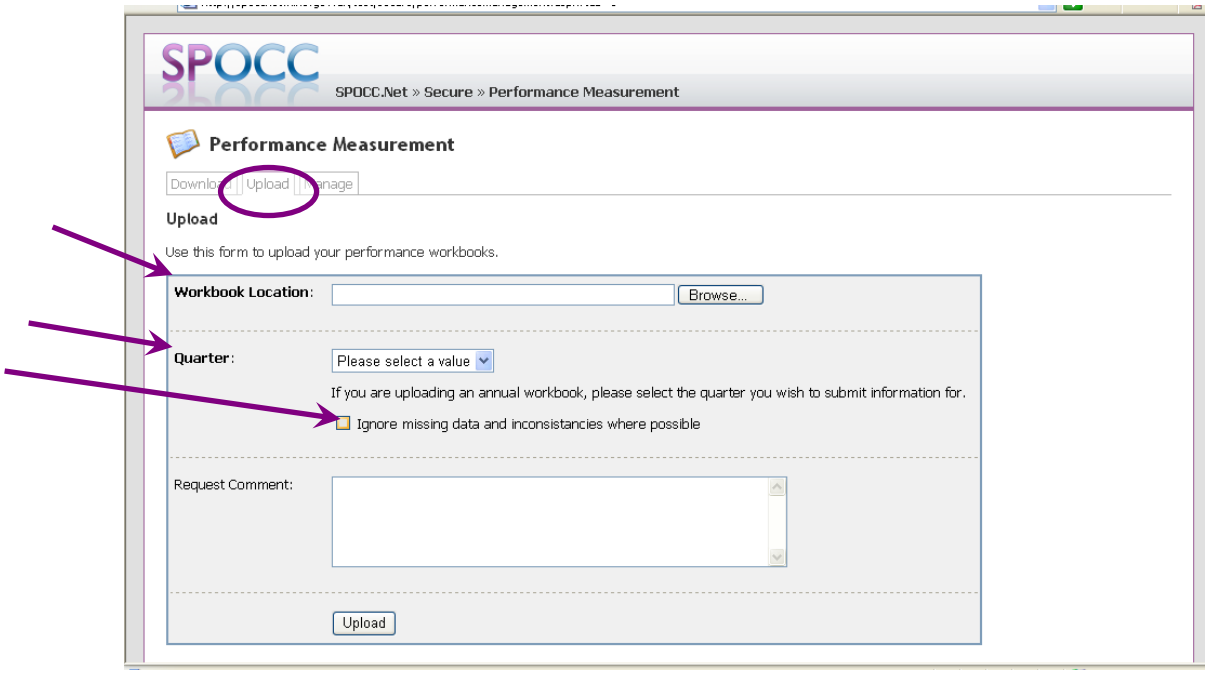
This saved workbook should then be accessed to complete returns for future quarters and upload the workbook quarterly into SPOCC.net.

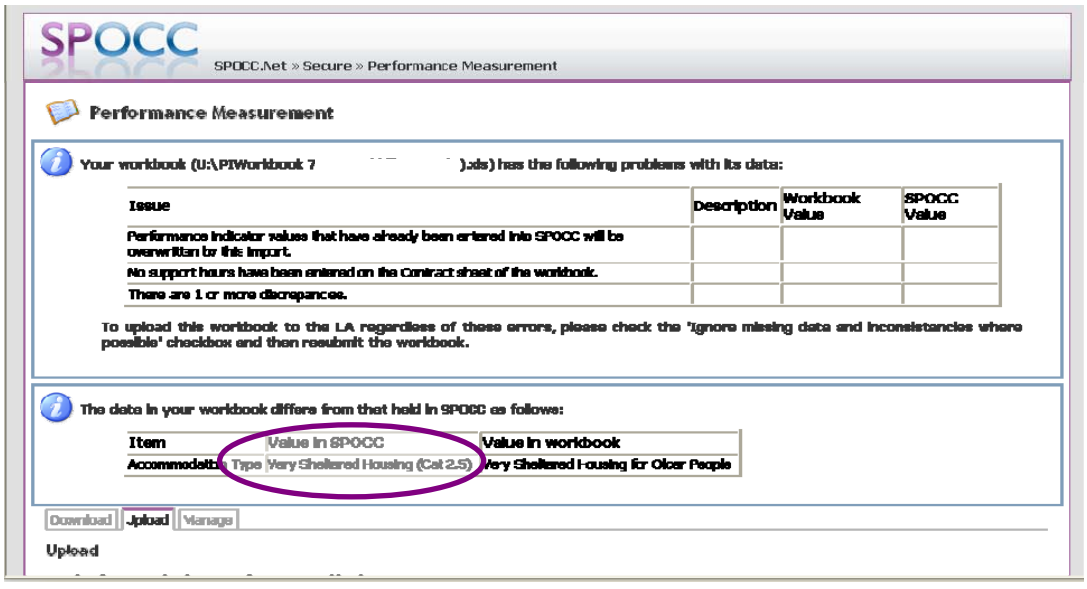
To send the completed workbook to SP, at the end of each quarter, via SPOCC.net, select **upload** from the performance measurement menu.

The system will return the page overleaf. Select your workbook from your folder or PC (**workbook location**). Select appropriate **Quarter**. **Upload** workbook as required.

Try to upload the workbook and check the warnings if any appear.

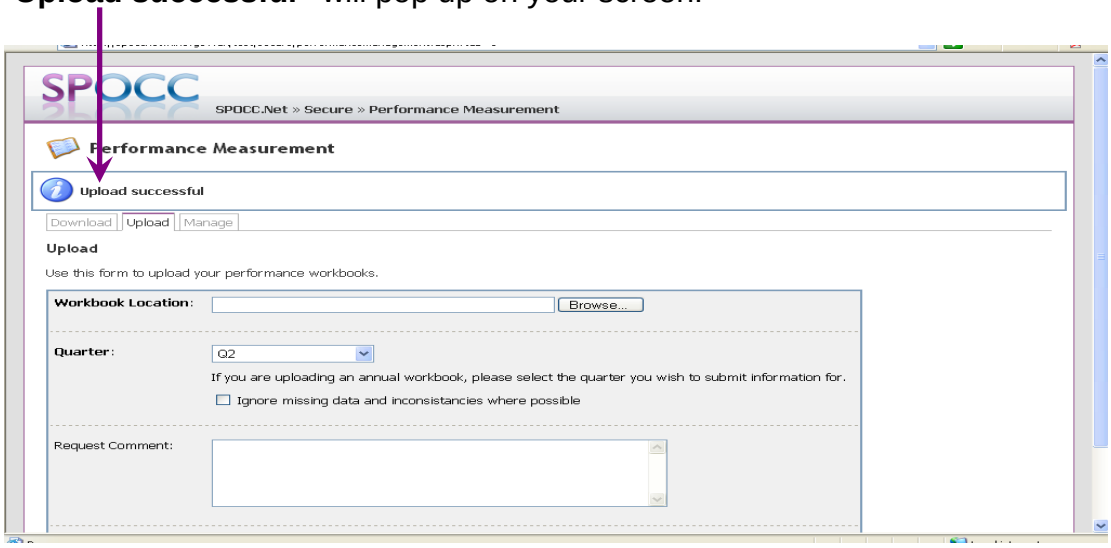
As providers are not required to submit returns in relation to staffing, the warning 'no support hours included" will appear, users should check the box called "**Ignore missing data and inconsistencies where possible**", so that the system will allow the workbook to be uploaded without staffing information completed. Users should ensure that any other errors identified by SPOCC.net are amended before the workbook is uploaded.




SPOCC
SPOCC.Net » Secure » Performance Measurement
Performance Measurement
Your workbook (U:\PIWorkbook 7).xls) has the following problems with its data:
Issue
Description
Workbook Value
SPOCC Value
Performance indicator values that have already been entered into SPOCC will be overwritten by this import.
No support hours have been entered on the Contract sheet of the workbook.
There are 1 or more discrepancies.
To upload this workbook to the LA regardless of these errors, please check the 'Ignore missing data and inconsistancies where possible' checkbox and then resubmit the workbook.
The data in your workbook differs from that held in SPOCC as follows:
Item
Value in SPOCC
Value in workbook
Accommodation Type
Very Sheltered Housing (Cat 2.5)
Very Sheltered Housing for Older People
Download
Upload
Manage
Upload

If errors relates to '**Value in SPOCC'** select "ignore missing data and inconsistencies where possible". Use the comment box to notify SP of the discrepancies.

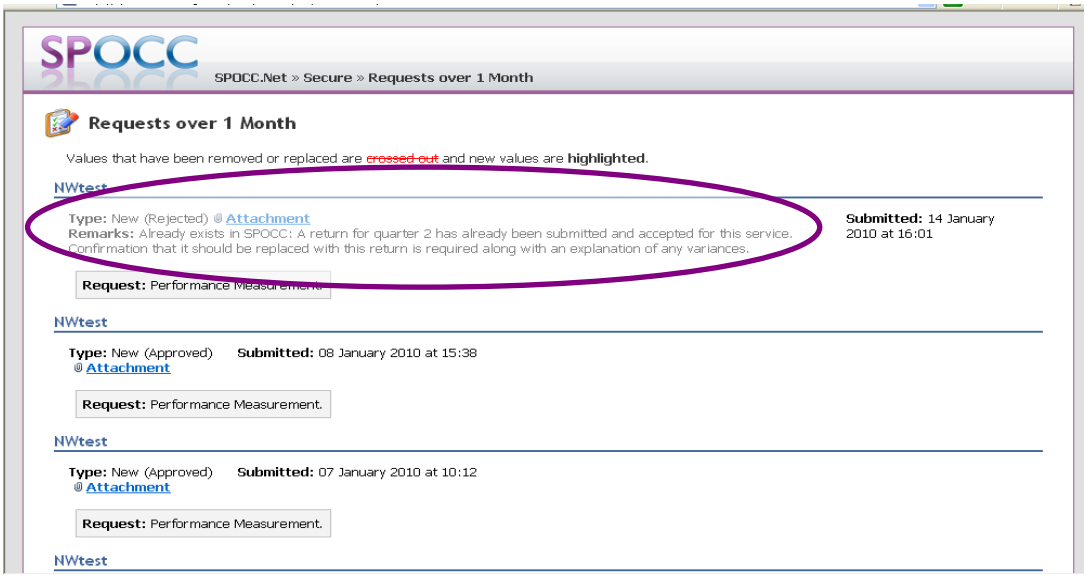
Once you have amended all the errors, upload the workbook **again** and "**Upload successful"** will pop up on your screen.



Users should use the "Request sent to LA" procedure on page 35 of this guidance to check if your request(s) have been sent to the SP team.

If your submission is "pending" then you have **now completed the first stage of the process**. Once your workbook is **accepted** by the SP team, then you have completed the final stage of this process for this particular scheme.

Ensure that you check (**as required**) if the workbook has been **rejected**. If the workbook(s) is rejected, then you will need to amend the return(s) / workbook(s) as requested by the SP Team.


SPOCC
SPOCC.Net » Secure » Requests over 1 Month
Requests over 1 Month
Values that have been removed or replaced are crossed-out and new values are highlighted.
NWtest
Type: New (Rejected) Attachment
Remarks: Already exists in SPOCC: A return for quarter 2 has already been submitted and accepted for this service. Confirmation that it should be replaced with this return is required along with an explanation of any variances.
Submitted: 14 January 2010 at 16:01
Request: Performance Measurement.
NWtest
Type: New (Approved) Submitted: 08 January 2010 at 15:38
Attachment
Request: Performance Measurement.
NWtest
Type: New (Approved) Submitted: 07 January 2010 at 10:12
Attachment
Request: Performance Measurement.
NWtest

If the workbook has been rejected you will need to:

- Click **attachment** and open the rejected workbook;
- Check the name of the service which was rejected;
- Note and/or deal with the reason for rejection;
- Go to your drive or PC and amend workbook and
- Re-submit the workbook within the time scale stipulated by the SP Team

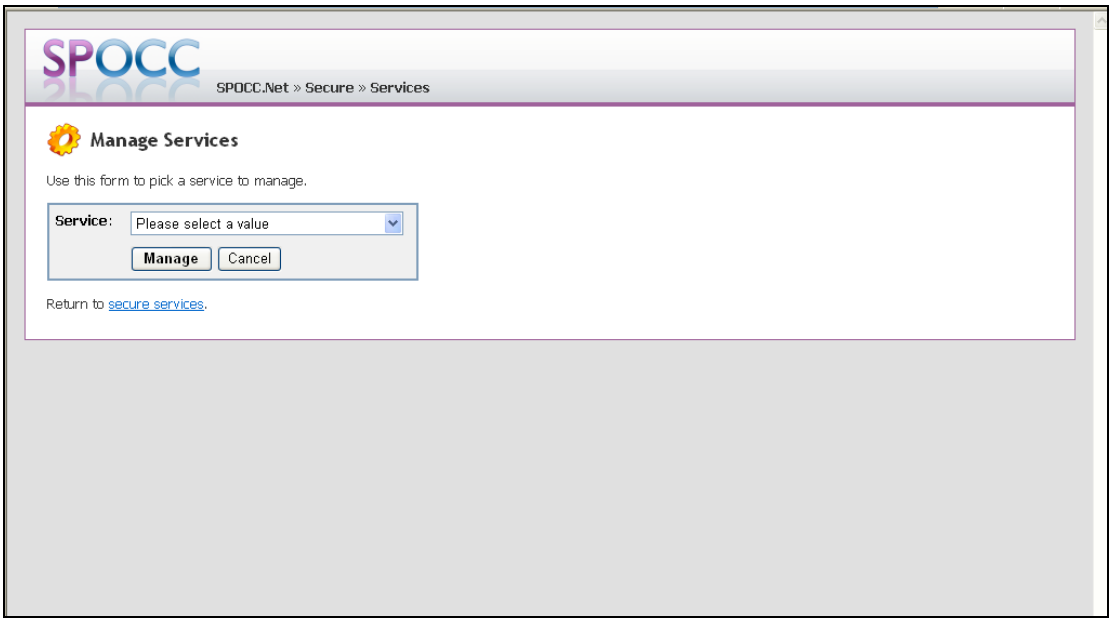
7.0 Manage Services – Changing Client Details

7.1 Providers will be able to add new clients, end and update client details using SPOCC.net

7.2 For long-term services the client schedules in SPOCC.net will replace the provider reconciliation returns (PRRs) which providers are required to complete and return to SP with any client changes.

7.3 Floating Support providers are required to submit/input details of all current service users. This will replace the current client detail form which is submitted on a monthly basis.

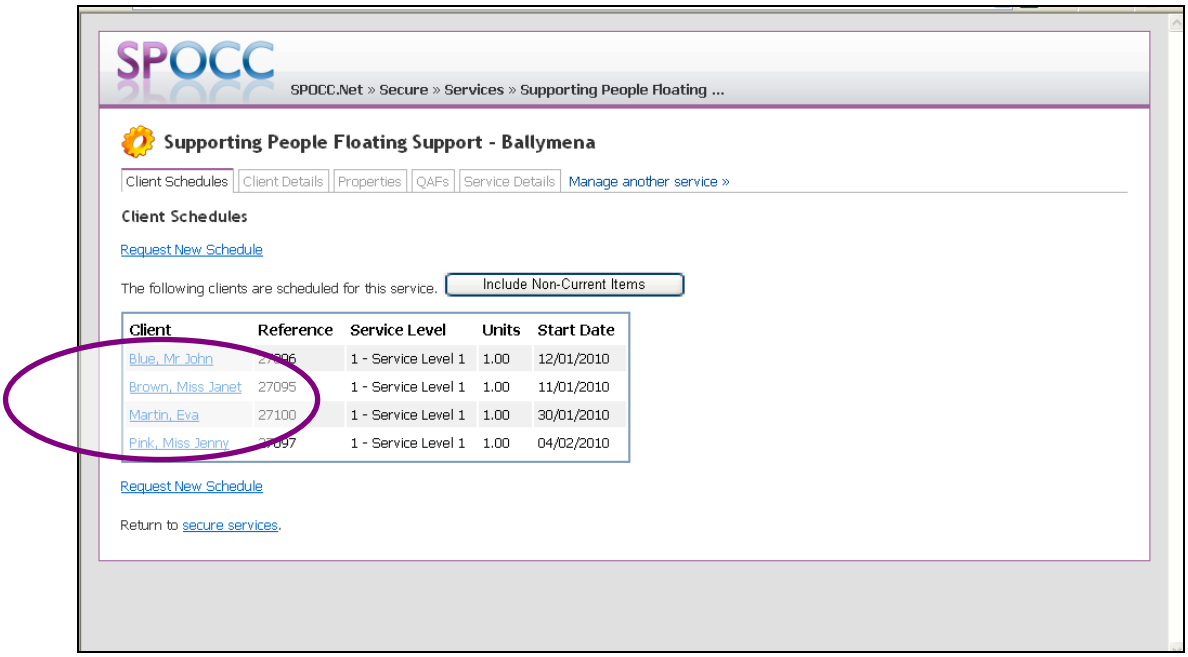
Updating client schedules



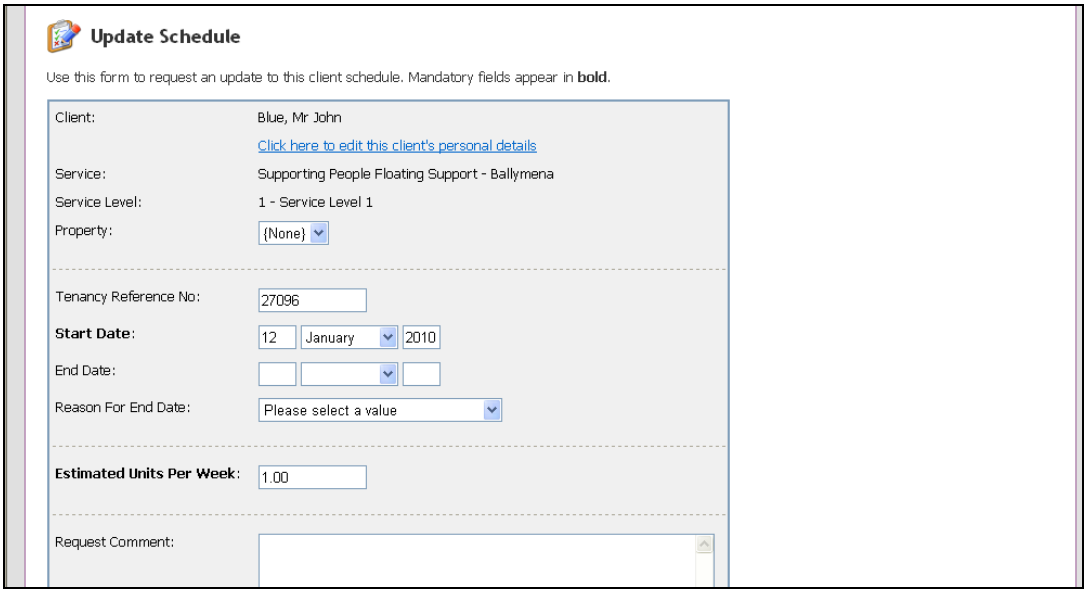
To update or add client information, users should select **Manage Services** from the home page.

(a) Use the **service** drop down list to choose the service you want to update client information on.
(b) Click into **manage** to open the client schedules.

You can now view the client information for your service.


SPOCC
SPOCC.Net » Secure » Services » Supporting People Floating ...
Supporting People Floating Support - Ballymena
Client Schedules | Client Details | Properties | QAFs | Service Details | Manage another service »
Client Schedules
Request New Schedule
The following clients are scheduled for this service.
Include Non-Current Items
Client | Reference | Service Level | Units | Start Date
Blue, Mr John | 27096 | 1 - Service Level 1 | 1.00 | 12/01/2010
Brown, Miss Janet | 27095 | 1 - Service Level 1 | 1.00 | 11/01/2010
Martin, Eva | 27100 | 1 - Service Level 1 | 1.00 | 30/01/2010
Pink, Miss Jenny | 27097 | 1 - Service Level 1 | 1.00 | 04/02/2010
Request New Schedule
Return to secure services.

Use the mouse to select the client whose details need to be updated and click into the client **name** to update schedule.


Update Schedule
Use this form to request an update to this client schedule. Mandatory fields appear in bold.
Client: Blue, Mr John
Click here to edit this client's personal details
Service: Supporting People Floating Support - Ballymena
Service Level: 1 - Service Level 1
Property: {None}
Tenancy Reference No: 27096
Start Date: 12 January 2010
End Date:
Reason For End Date: Please select a value
Estimated Units Per Week: 1.00
Request Comment:

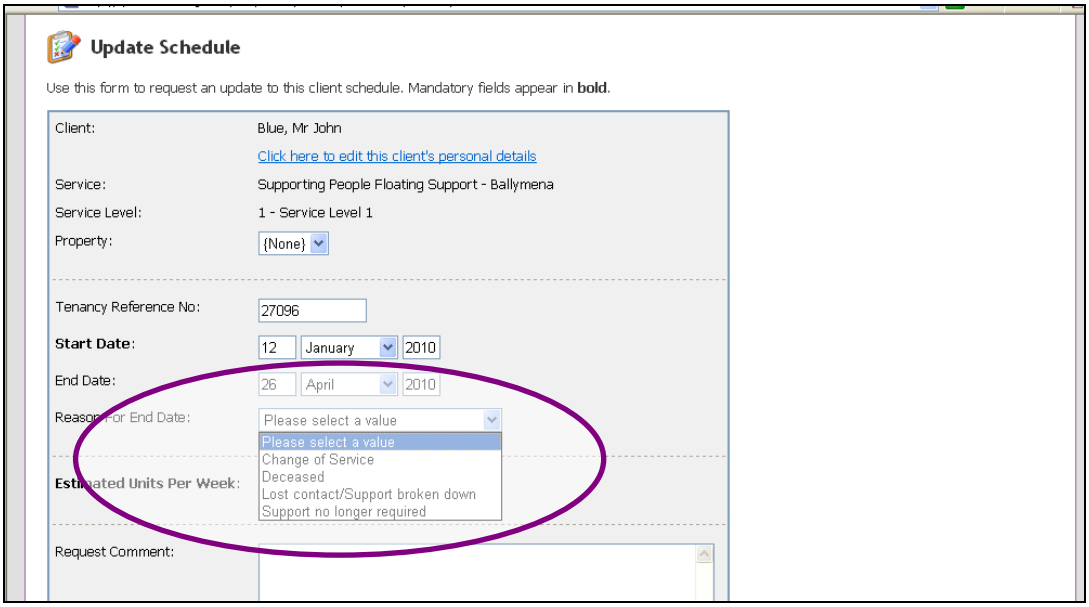
Ending of Service

The SP Team can be notified of any changes to current client schedules, including entering an end date for the service, by submitting the details as follows:

From the **Secure Services** home page click **manage services**

Now select the service whose schedule you need to change and press '**Manage**'. Now select the client whose schedule needs to be changed by clicking their name.

Enter the end date for the service and select the reason for the end date from the drop down menu.



The 'Manage Services' screen will acknowledge the request and set it to 'Pending' until the SP team accept or reject it.

Change of Service

If a client is changing service from one scheme to another within the same provider organisation you will need to end the first service.

Then you will need to create a new schedule from the day the client moves to the new service. Then submit the new client schedule via SPOCC.net.

In the individual client schedule:

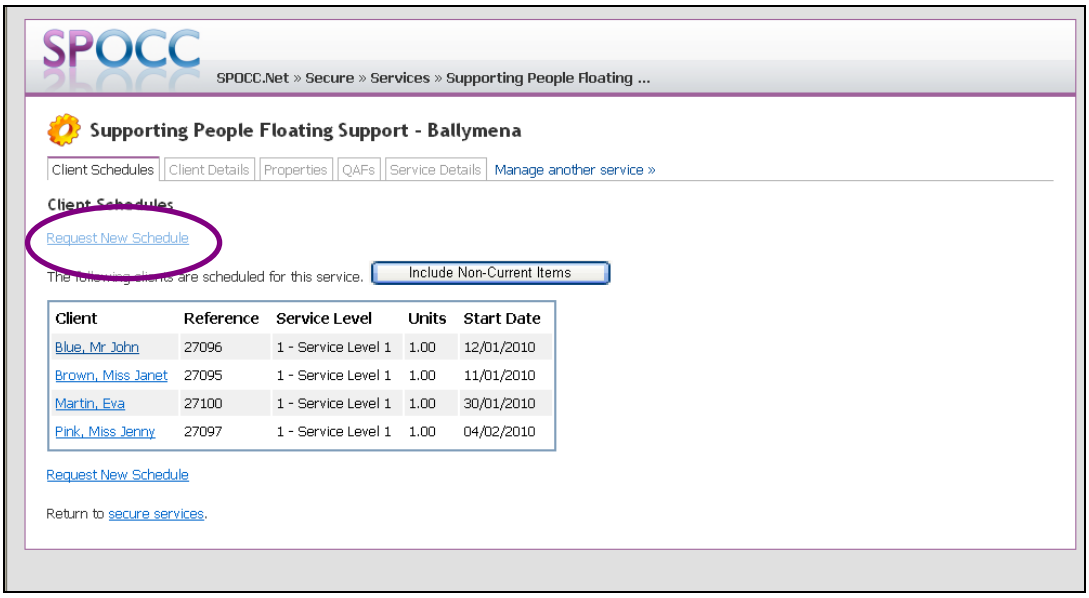
You will need to type in the **end date** of the client's service.
Use the drop down list and **choose the month.**
Type in the **year**
Select the end date reason 'change of service'
Type in **comments** as required.

Users should use the "Request sent to LA" procedure on page 35 of this guidance to check if your request(s) have been sent to the SP team.

If your submission is "pending" then you have **now completed the first stage of the process**. Once your request is **accepted** by the SP team, then you have completed the final stage of this process for this particular scheme.

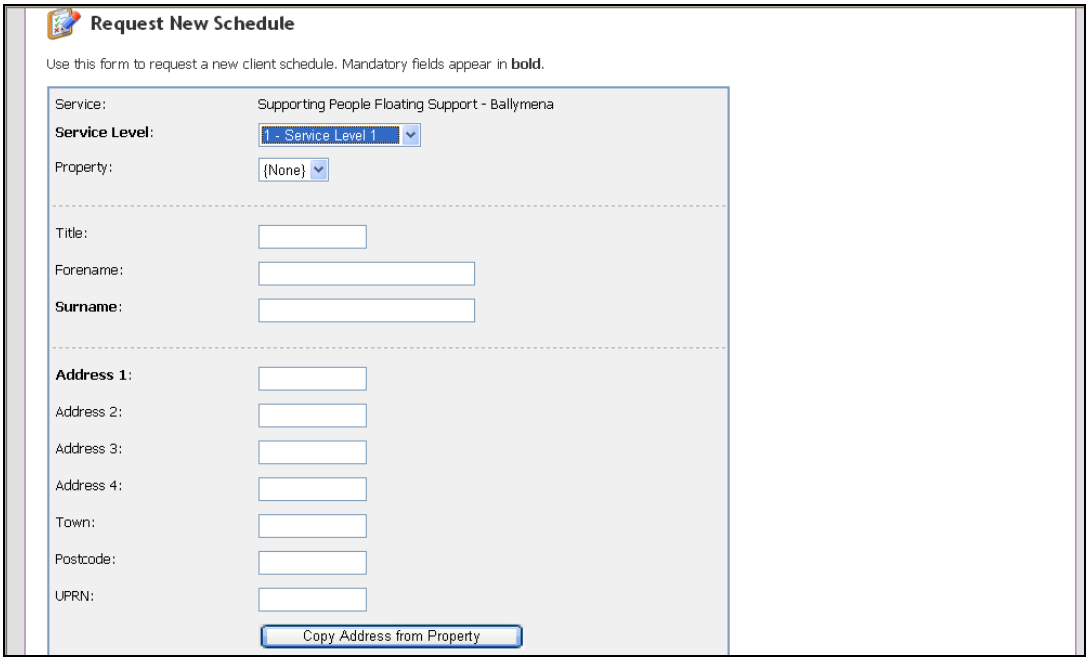
If your request is **rejected**, then you will need to amend the client schedule as requested by the SP Team.

Add New Client Schedule (New Service User)



In the Client Schedules tab of the Manage Services section, select **Request New Schedule.**

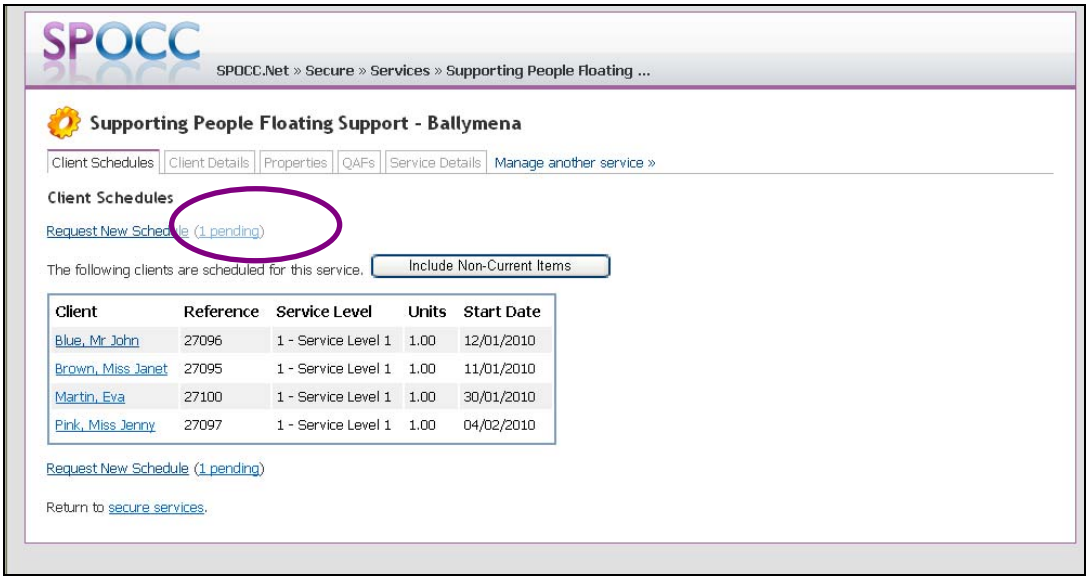
Details of the new client and their service can now be entered on the form that appears. The bold fields are mandatory.



The address for the individual service user should be entered rather than the address for the service as a whole (users can click on the copy property address button for accommodation services if the individual property addresses match the address held in housing benefit records).

For service users receiving support in long term services, details of preferably the service user's housing benefit ID or if this is not available their national insurance number must be provided. This information is used to identify whether the individual is in receipt of hosing benefit and therefore is eligible for a SP subsidy payment.

Pressing the "**Add Client"** button will send the request to the SP team. The Manage Services screen will now reflect this as below:



Users can also use the "Request sent to LA" procedure on page 35 of this guidance to check if your request(s) have been sent to the SP team.

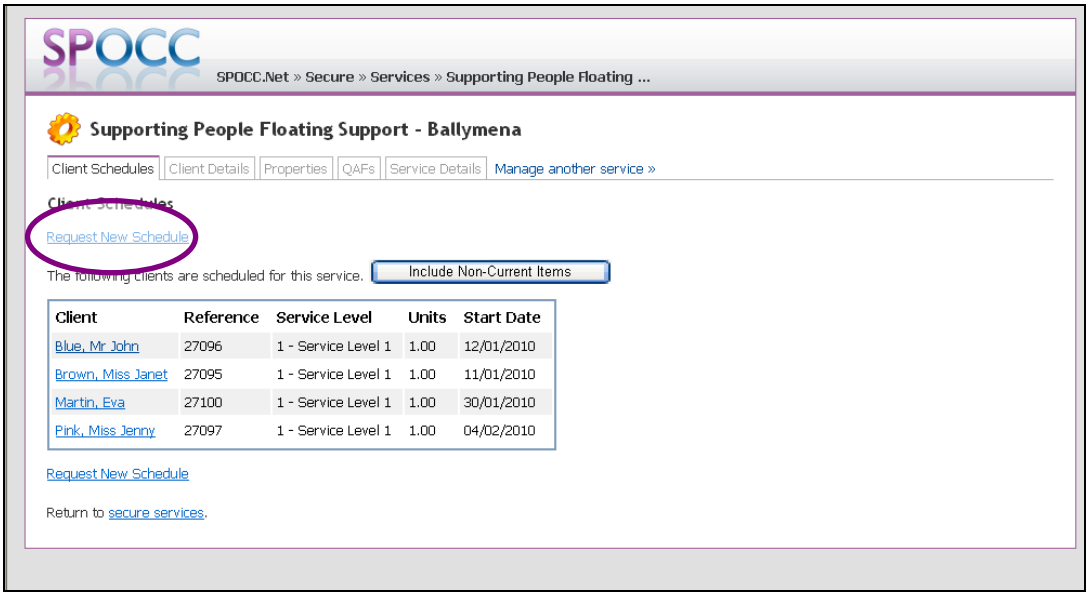
If your submission is "pending" then you have **now completed the first stage of the process**. Once your request is **accepted** by the SP team, then you have completed the final stage of this process for this particular scheme.

If the SP team accepts the new schedule then the "pending" figure beside the Request New Schedule will disappear and the new Client Schedule will appear on the list.

If your request is **rejected**, then you will need to amend the client schedule as requested by the SP Team.

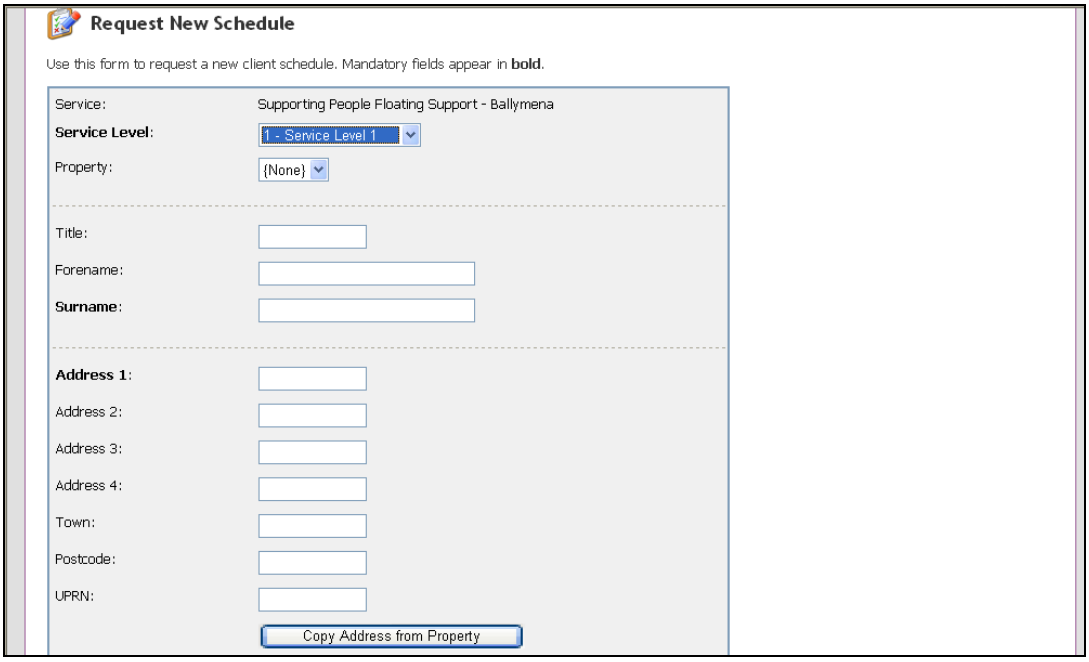
Add New Client Schedule (Returning Client)

On occasion, especially for floating support services, a client may have exited the service and subsequently return to the service at a later date. In these circumstances, the client schedule will have been ended and needs to be reactivated by following the procedures outlined below.

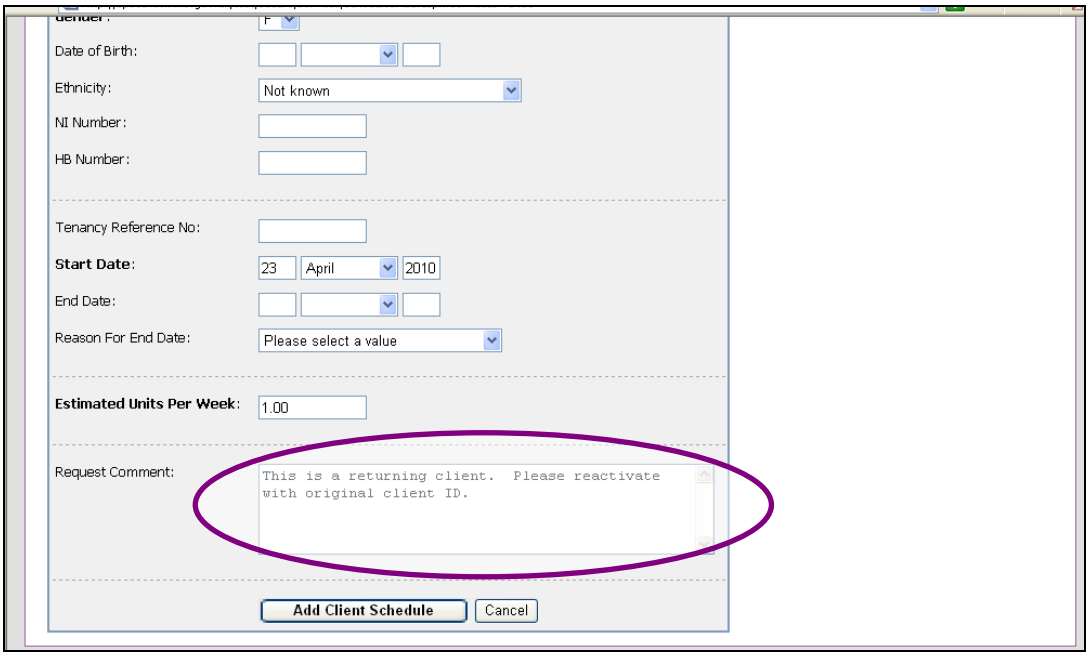


In the Client Schedules tab of the Manage Services section, select **Request New Schedule.**

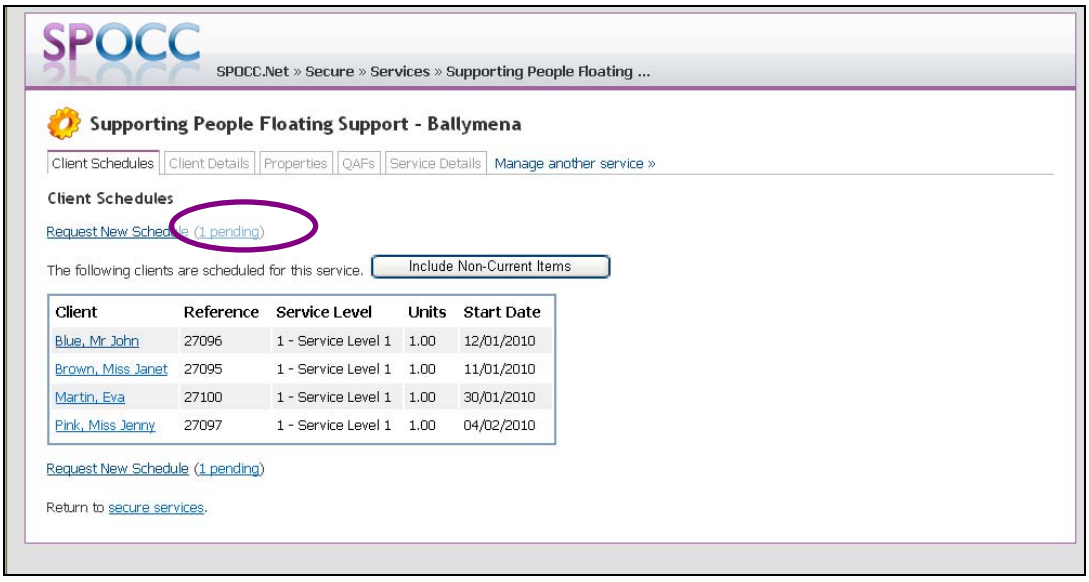
Details of the returning client and their service can now be entered on the form that appears. The bold fields are mandatory.



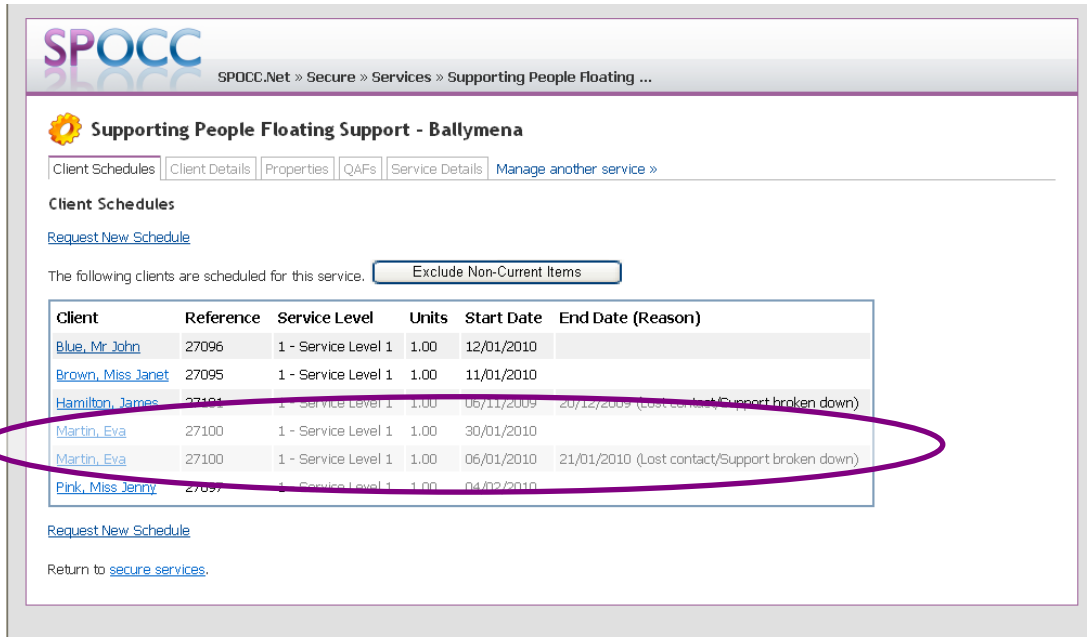
In the comments field of the form, you should confirm that this is a returning client to the service. This will prompt the SP team to reactivate the client record in SPOCC using the original client schedule and client ID.



Pressing the "**Add Client"** button will send the request to the SP team. The Manage Services screen will now reflect this as below:



If the client schedule is accepted by the SP Team, the client will reappear on the list of current client schedules for the relevant service with the start date of their return to the service. Their previous support service details can be viewed by selecting “Include Non-Current Items”.

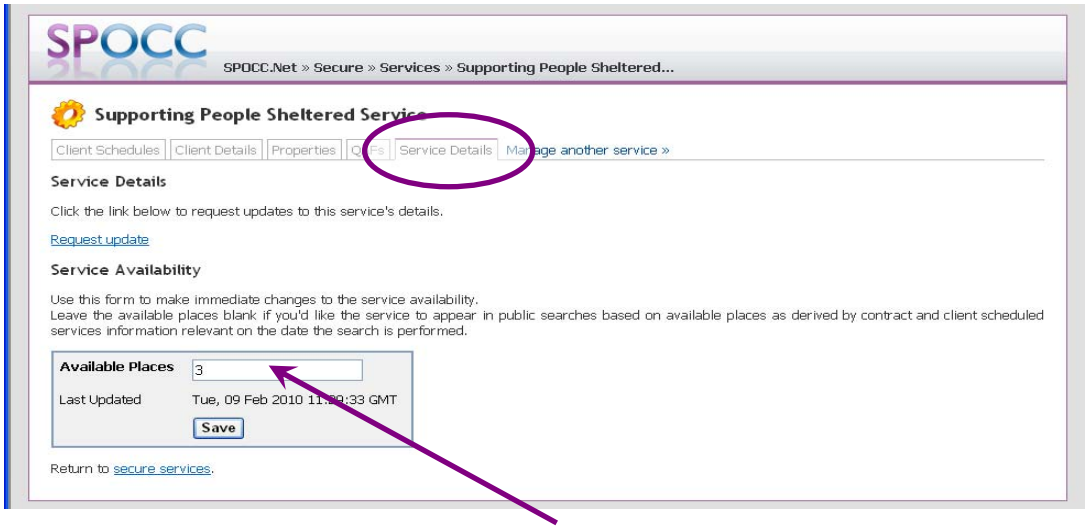


8.0 Manage Services – Service Details

8.1 Updating Available Places

The SP public service directory allows any member of the public to search for SP services (see section 3.0). This search also shows the number of places that services have available at that time.

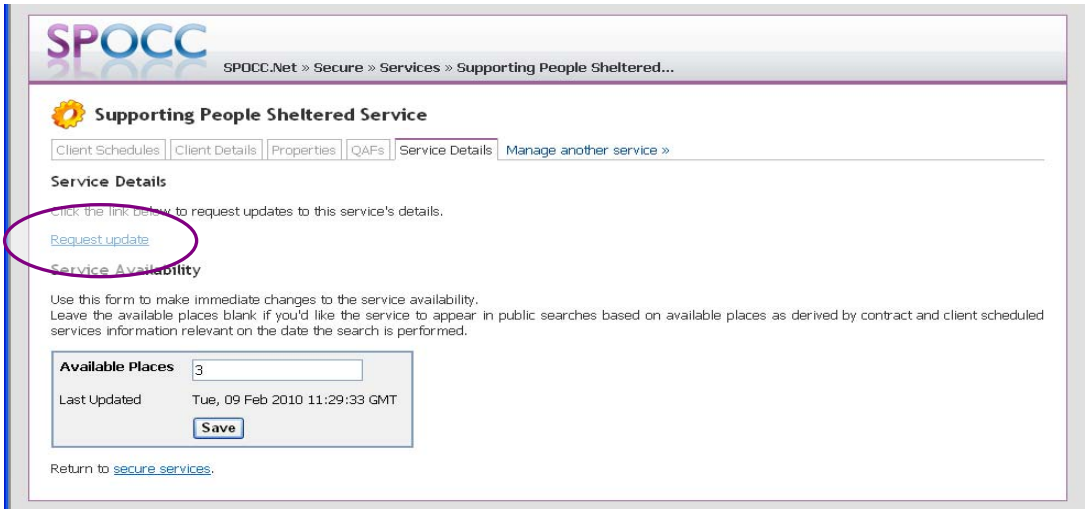
To update the number of available places for your service, select the **Service Details** tab.

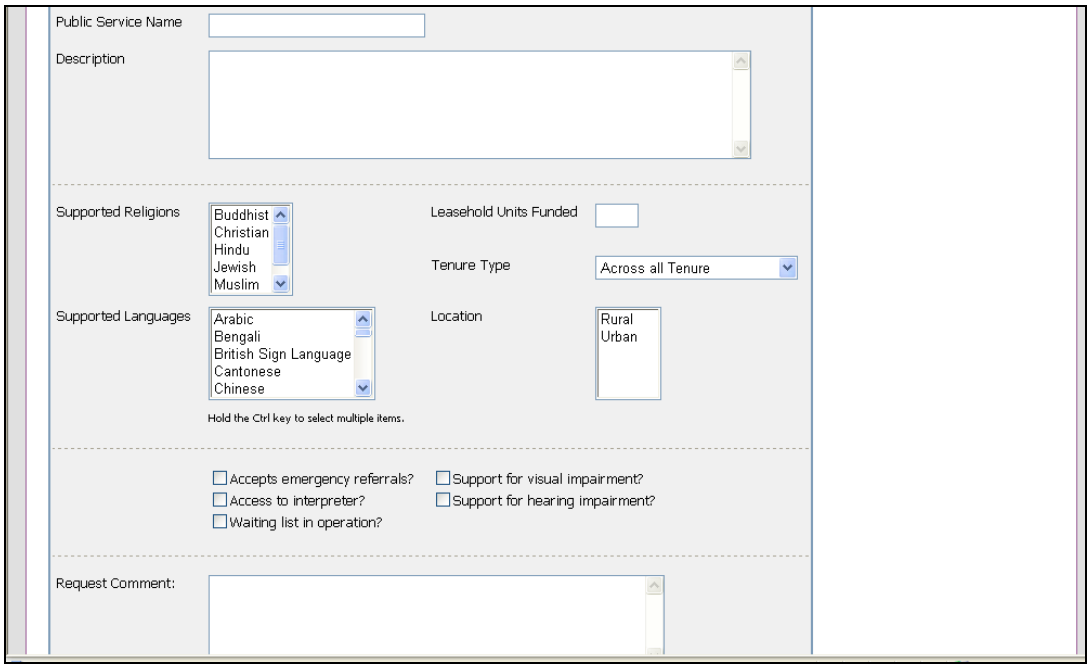

SPOCC
SPOCC.Net » Secure » Services » Supporting People Sheltered...
Supporting People Sheltered Service
Client Schedules
Client Details
Properties
QAFs
Service Details
Manage another service »
Service Details
Click the link below to request updates to this service's details.
Request update
Service Availability
Use this form to make immediate changes to the service availability.
Leave the available places blank if you'd like the service to appear in public searches based on available places as derived by contract and client scheduled services information relevant on the date the search is performed.
Available Places
3
Last Updated
Save
Return to secure services.

Enter the number of units in the **Available Places** box and click **Save.** The value entered in the Available Places field is saved immediately and does not require approval from the SP team. These values will be available to the public in the service directory and will be visible to the SP Team on their SPOCC system. They have no effect on any payment calculations and are included for information purposes only.

The number of available places in a service can be updated as often as required.

8.2 **Requesting Changes to Other Service Details –** Additional details concerning a service can also be requested by clicking on the request update link to open the Service Details update screen.


SPOCC
SPOCC.Net » Secure » Services » Supporting People Sheltered...
Supporting People Sheltered Service
Client Schedules
Client Details
Properties
QAFs
Service Details
Manage another service »
Service Details
Click the link below to request updates to this service's details.
Request update
Service Availability
Use this form to make immediate changes to the service availability.
Leave the available places blank if you'd like the service to appear in public searches based on available places as derived by contract and client scheduled services information relevant on the date the search is performed.
Available Places
3
Last Updated
Tue, 09 Feb 2010 11:29:33 GMT
Save
Return to secure services.



The text that you enter for the "Public Search Name" will appear in the public service directory search results area, instead of the Service ID.

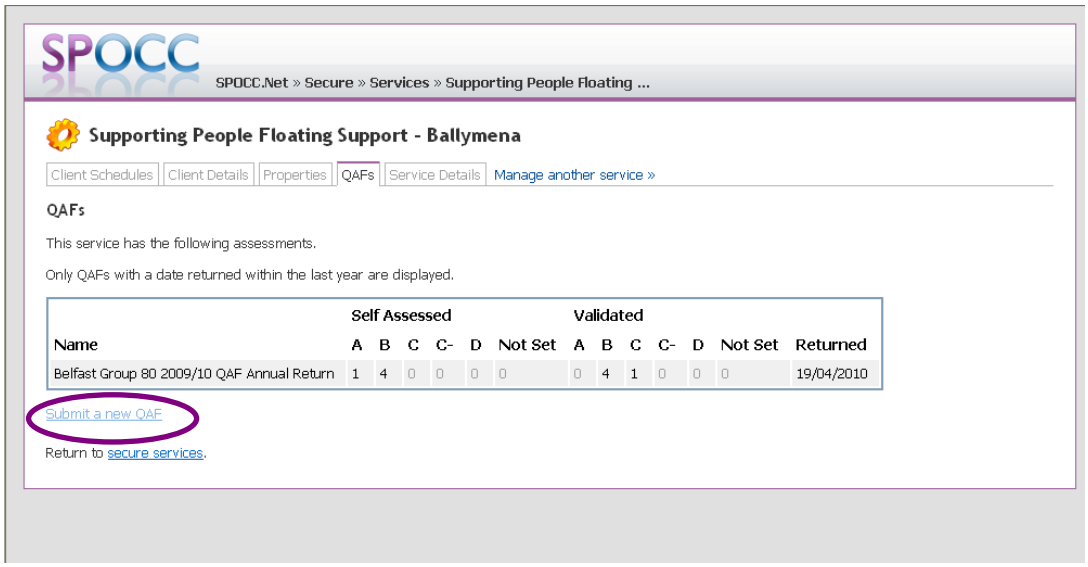
Only the description field from the Service Details update screen will also be shown in the public service details page.

Only changes accepted by the SP team will appear in the public search area.

9.0 Submitting a New QAF

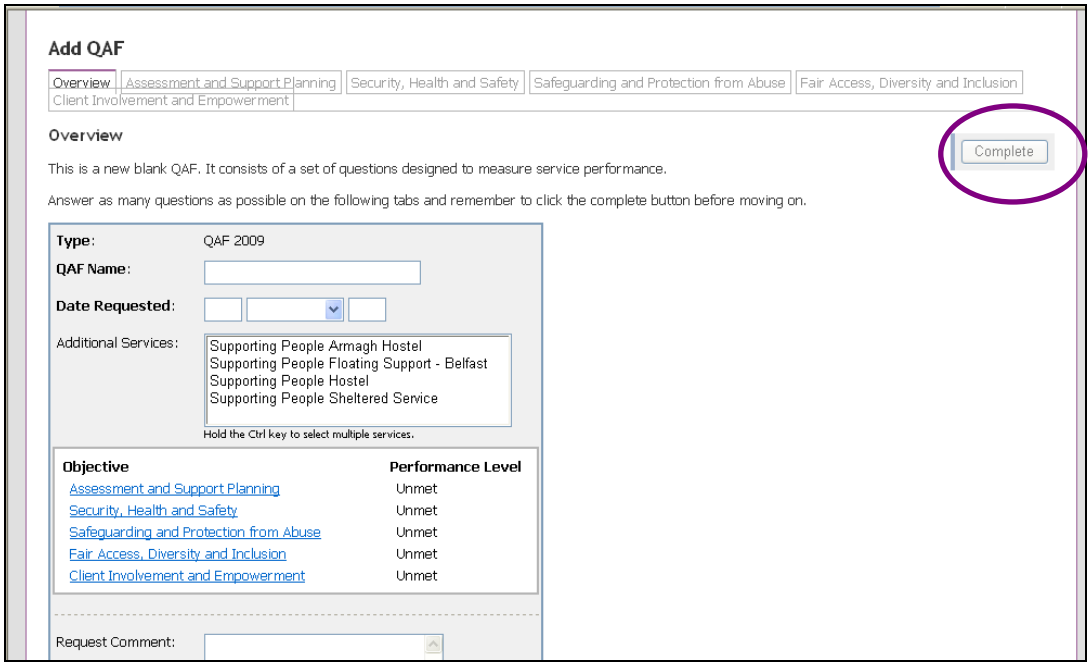
9.1 Providers can submit their self assessments against the QAF standards via SPOCC.net

9.2 These submissions can be made for individual service or groups of services, against the current QAF (QAF 2004) or the new QAF2 (QAF 2009).


SPOCC
SPOCC.Net » Secure » Services » Supporting People Floating ...
Supporting People Floating Support - Ballymena
Client Schedules
Client Details
Properties
QAFs
Service Details
Manage another service »
QAFs
This service has the following assessments.
Only QAFs with a date returned within the last year are displayed.
Self Assessed
Validated
Name
A B C C- D Not Set A B C C- D Not Set Returned
Belfast Group 80 2009/10 QAF Annual Return 1 4 0 0 0 0 0 4 1 0 0 0 19/04/2010
Submit a new QAF
Return to secure services.

Under manage services, users should select **QAFs**, and then click on **Submit a new QAF** (if a QAF has already been submitted and/or validated, the details will appear in this screen). Users should select QAF 2004 (the current QAF) or QAF 2009 (the new QAF2) depending on which they have been asked to make a submission against.

The screen below will then open to add the new QAF.


Add QAF
Overview
Assessment and Support Planning
Security, Health and Safety
Safeguarding and Protection from Abuse
Fair Access, Diversity and Inclusion
Client Involvement and Empowerment
Overview
Complete
This is a new blank QAF. It consists of a set of questions designed to measure service performance.
Answer as many questions as possible on the following tabs and remember to click the complete button before moving on.
Type: QAF 2009
QAF Name:
Date Requested:
Additional Services:
Supporting People Armagh Hostel
Supporting People Floating Support - Belfast
Supporting People Hostel
Supporting People Sheltered Service
Hold the Ctrl key to select multiple services.
Objective
Performance Level
Assessment and Support Planning Unmet
Security, Health and Safety Unmet
Safeguarding and Protection from Abuse Unmet
Fair Access, Diversity and Inclusion Unmet
Client Involvement and Empowerment Unmet
Request Comment:

Users should work through the questions under each of the tabs relating to the core objectives, ensuring that they click the complete button regularly to save their work.

Once the submission is finished, you should click on the **submit** button to send it to the SP team.

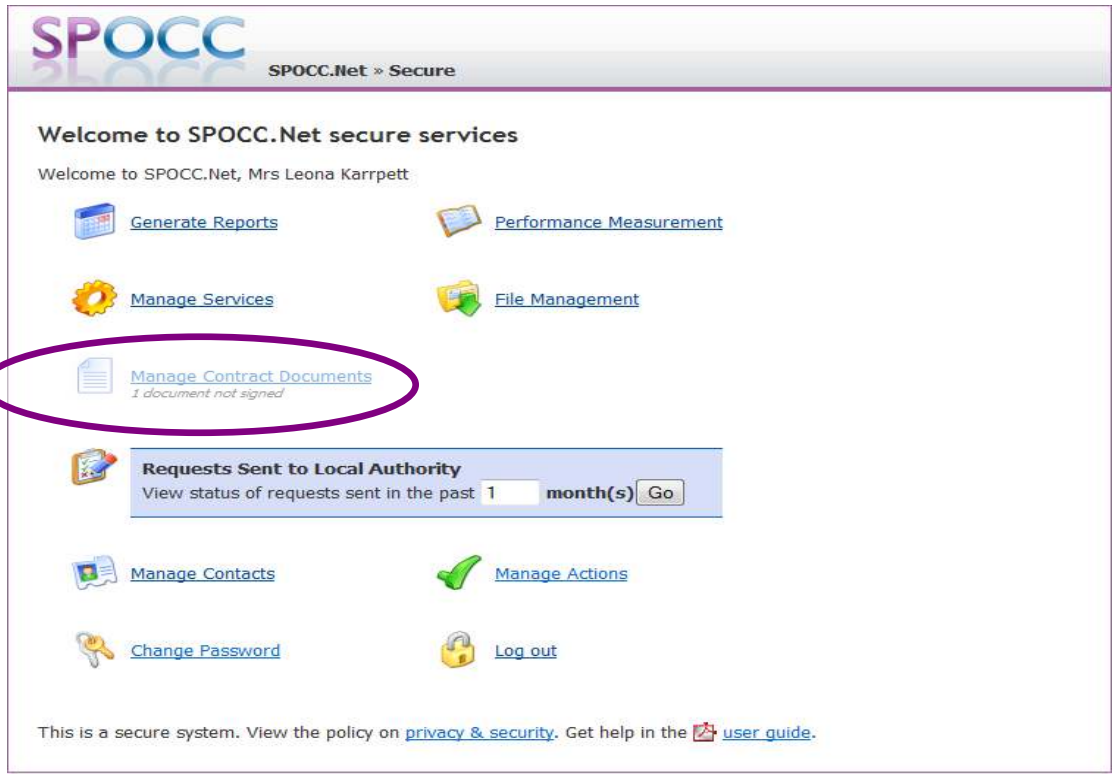
Users should use the “Request sent to LA” procedure on page 35 of this guidance to check if your request(s) have been sent to the SP team.

If your submission is “pending” then you have **now completed the first stage of the process**. Once your request is **accepted** by the SP team, then you have completed the final stage of this process for this particular request.

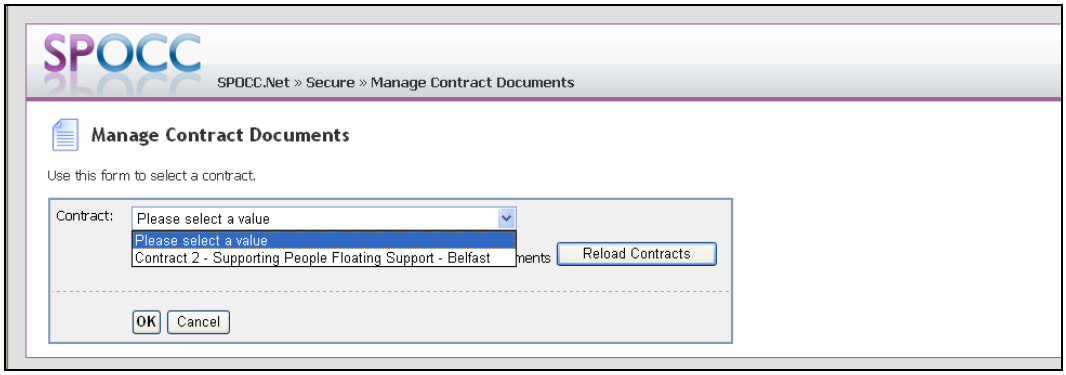
If your request is **rejected**, then you will need to amend the QAF submission as requested by the SP Team.

10.0 Manage Contract Documents

10.1 Copies of your current funding agreements are held within SPOCC.net. To view them, click on **Manage Contracts**

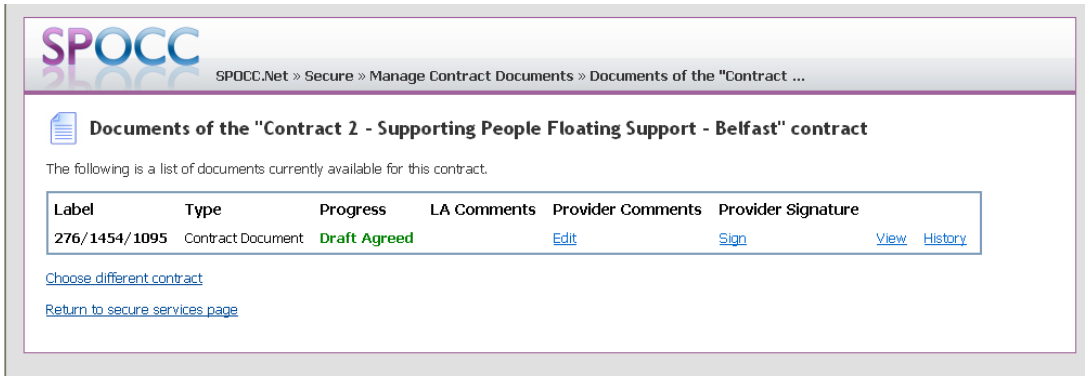

SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
Welcome to SPOCC.Net, Mrs Leona Karrpett
Generate Reports
Performance Measurement
Manage Services
File Management
Manage Contract Documents
1 document not signed
Requests Sent to Local Authority
View status of requests sent in the past 1 month(s) Go
Manage Contacts
Manage Actions
Change Password
Log out
This is a secure system. View the policy on privacy & security. Get help in the user guide.

Select the Contract you wish to manage from the drop down list.



Only the contracts available for the contact currently logged in are visible in the list. Please see Section 12.0 – Limiting Access.

Pressing the ok button will open the “Manage Contract” screen for the selected contract.



From here amendments can be made to contract documents that have been created in SPOCC. It is possible to:

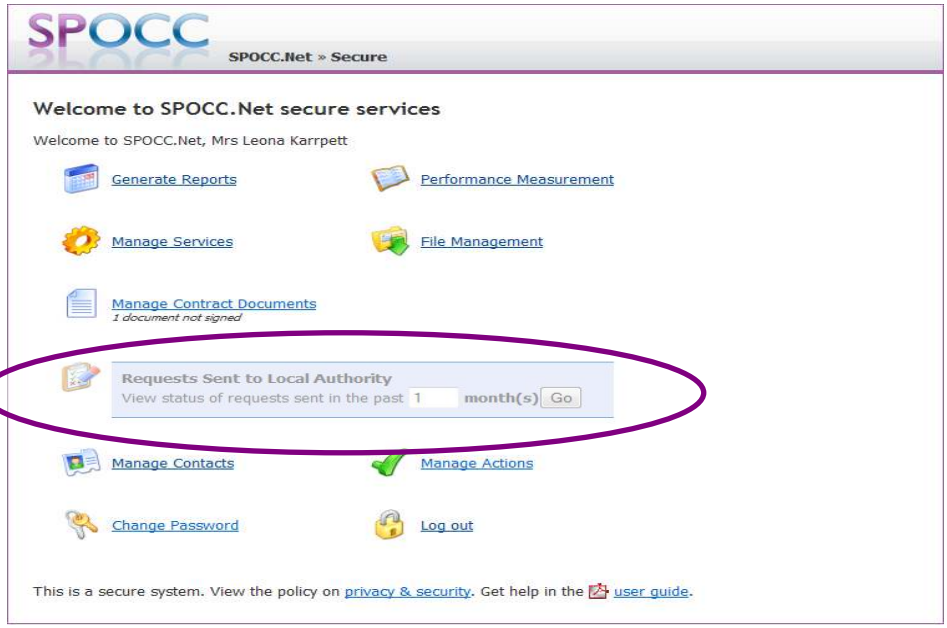
- Edit provider comments
- Sign the document (if it is unsigned)
- View the document
- View document history.

The “Progress” of any contract document is always controlled by the SP Team. Even if the provider signs a contract document the “Progress” will remain as is until the SP Team manually sets the progress to “signed”.

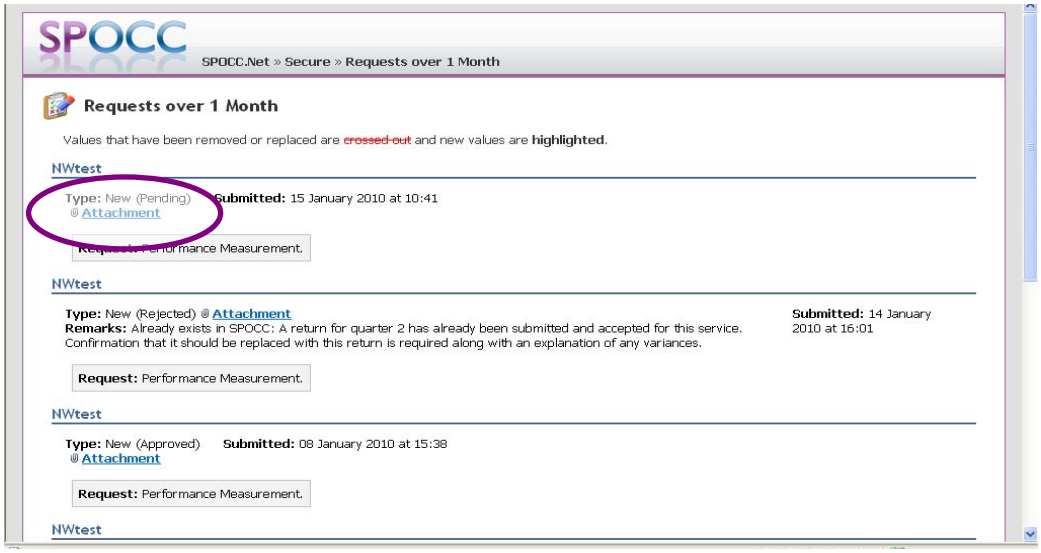
11.0 Request sent to SP in NIHE (Pending, Approved, Rejected)

11.1 Users can check if their requests have been received (pending), approved or rejected by the SP team.

11.2 On the home page, users should select **Requests sent to local authority**, select a period, for example 1 month and click go. You may change the number of months as required.


SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
Welcome to SPOCC.Net, Mrs Leona Karrpett
Generate Reports
Performance Measurement
Manage Services
File Management
Manage Contract Documents
1 document not signed
Requests Sent to Local Authority
View status of requests sent in the past 1 month(s) Go
Manage Contacts
Manage Actions
Change Password
Log out
This is a secure system. View the policy on privacy & security. Get help in the user guide.

11.3 In the example below, the first request submitted to the SP team is **pending.** Once the request is accepted by the SP team, this will change to **approved.**


SPOCC
SPOCC.Net » Secure » Requests over 1 Month
Requests over 1 Month
Values that have been removed or replaced are crossed-out and new values are highlighted.
NWtest
Type: New (Pending) Submitted: 15 January 2010 at 10:41
Attachment
Request: Performance Measurement.
NWtest
Type: New (Rejected) Attachment
Remarks: Already exists in SPOCC: A return for quarter 2 has already been submitted and accepted for this service. Confirmation that it should be replaced with this return is required along with an explanation of any variances.
Submitted: 14 January 2010 at 16:01
Request: Performance Measurement.
NWtest
Type: New (Approved) Submitted: 08 January 2010 at 15:38
Attachment
Request: Performance Measurement.
NWtest

11.4 You will need to check the status of any requests on a regular basis, if a request has been **rejected**, you should seek to rectify this as soon as possible.

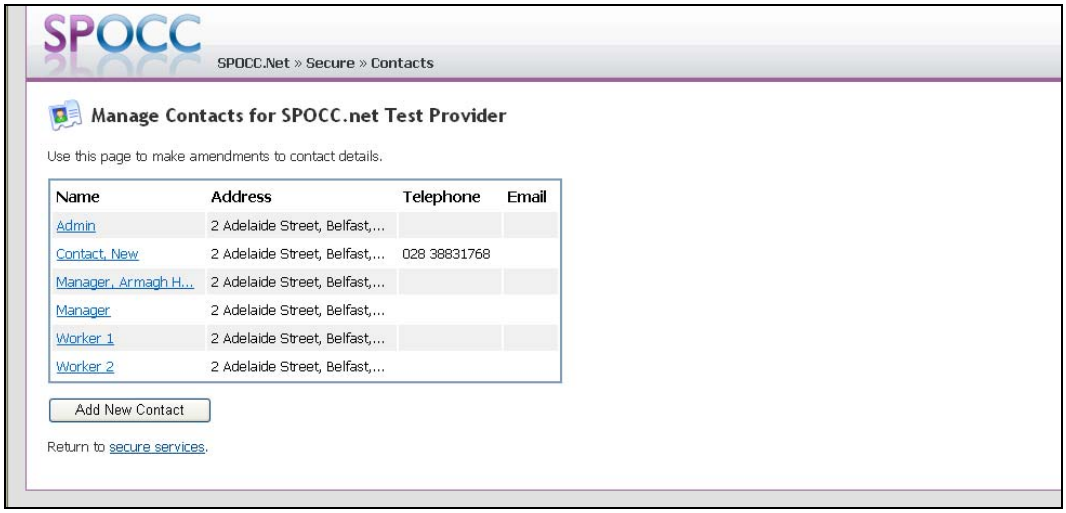
12.0 Manage Contacts (changing staff details)

12.1 Within SPOCC.net, providers can update staff details or can add new staff.

12.2 From the home page, users should select manage contacts.

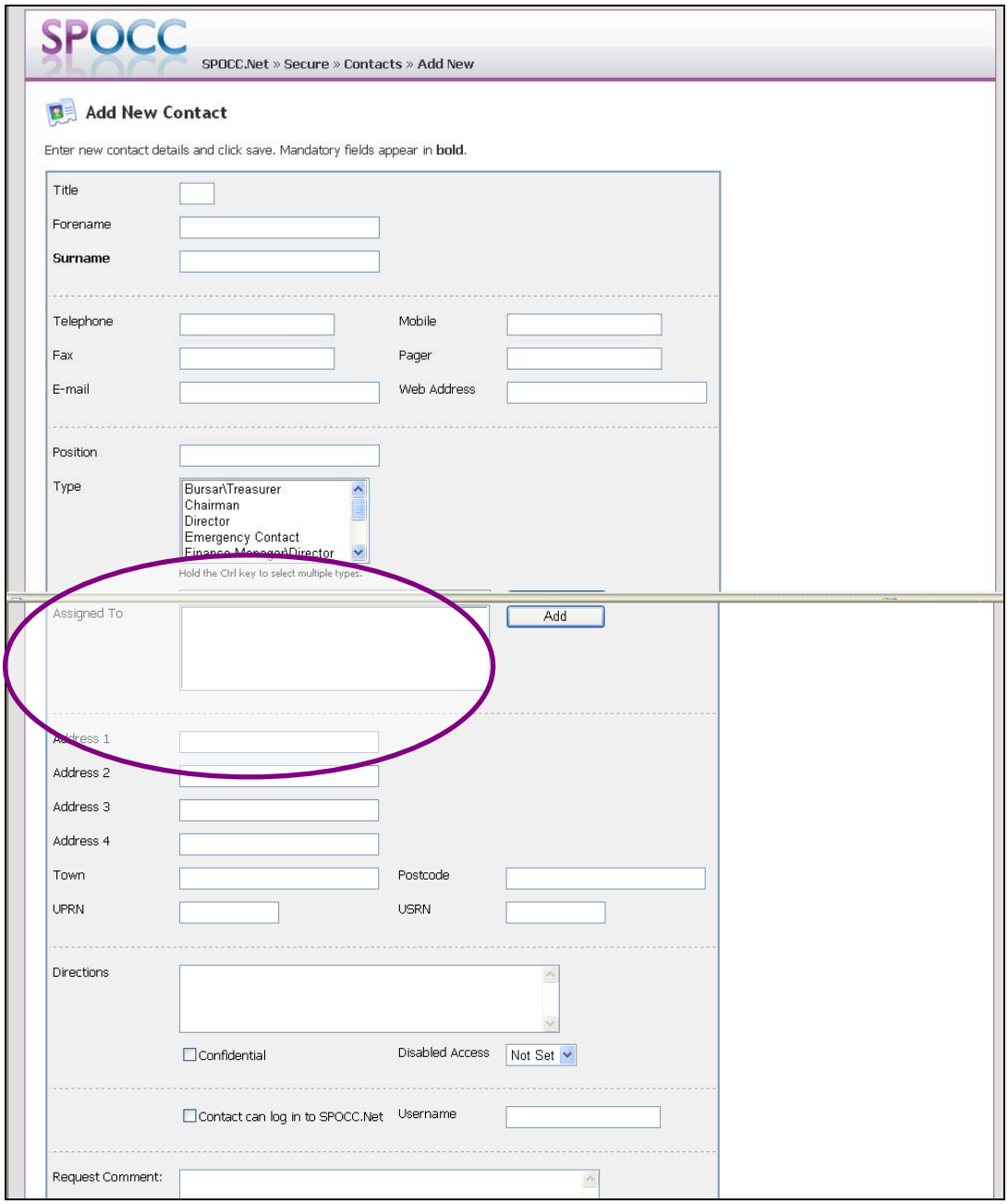
SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
Welcome to SPOCC.Net, Mrs Leona Karrpett
Generate Reports
Performance Measurement
Manage Services
File Management
Manage Contract Documents
1 document not signed
Requests Sent to Local Authority
View status of requests sent in the past 1 month(s) Go
Manage Contacts
Manage Actions
Change Password
Log out
This is a secure system. View the policy on privacy & security. Get help in the user guide.

12.3 The screen below will then be displayed and the user should select the staff member whose details need to be updated.



12.4 Users should ensure that accurate information is provided to the SP team, especially if it involves deactivating a member of staff from the SPOCC system. A staff member can not be deactivated if they are assigned a role relating to the funding agreement of a service, for example as a Service Manager or Emergency Contact. This role will need to be reassigned to the appropriate member of staff before the staff member can be deactivated.

12.5 To add a new staff contact, click on the “add new contact” button and the following screen will appear (please note that if the new contact requires SPOCC.net access this needs to be requested separately from the SP Team). The fields in bold type are mandatory.



One change you may want to make is to change the services to which the Contact is assigned (Contact for organisation, Service Manager, Emergency Contact, Contact for Contract, Contact for Accreditation, SPOCC.net Manager, Self Referral Office Hours and Out of Hours Contacts).

Please use the “Request sent to LA” procedure to check if your request has been sent the SP team. If your submission is marked as **approved**, then you have successfully completed the process.

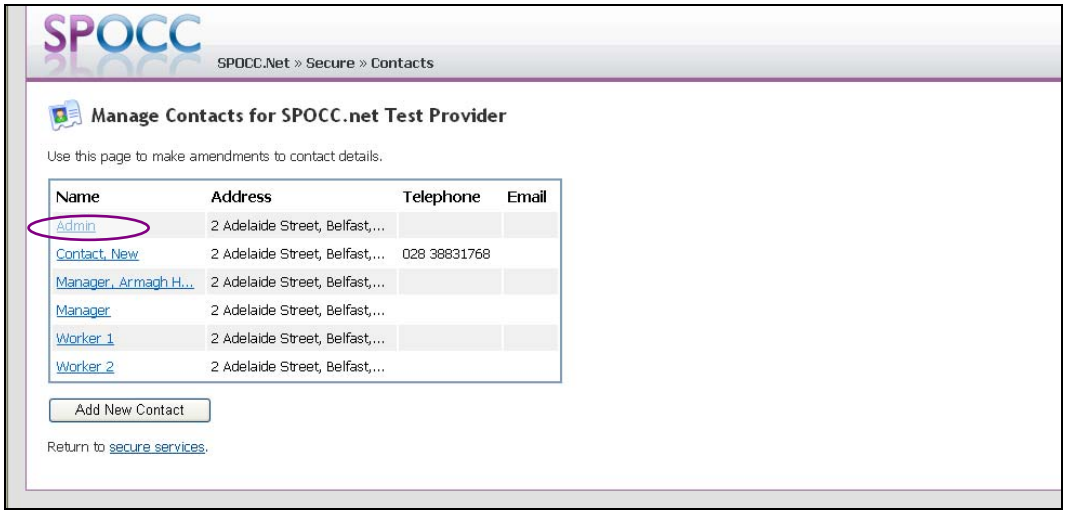
13.0 Limiting Access to SPOCC.net

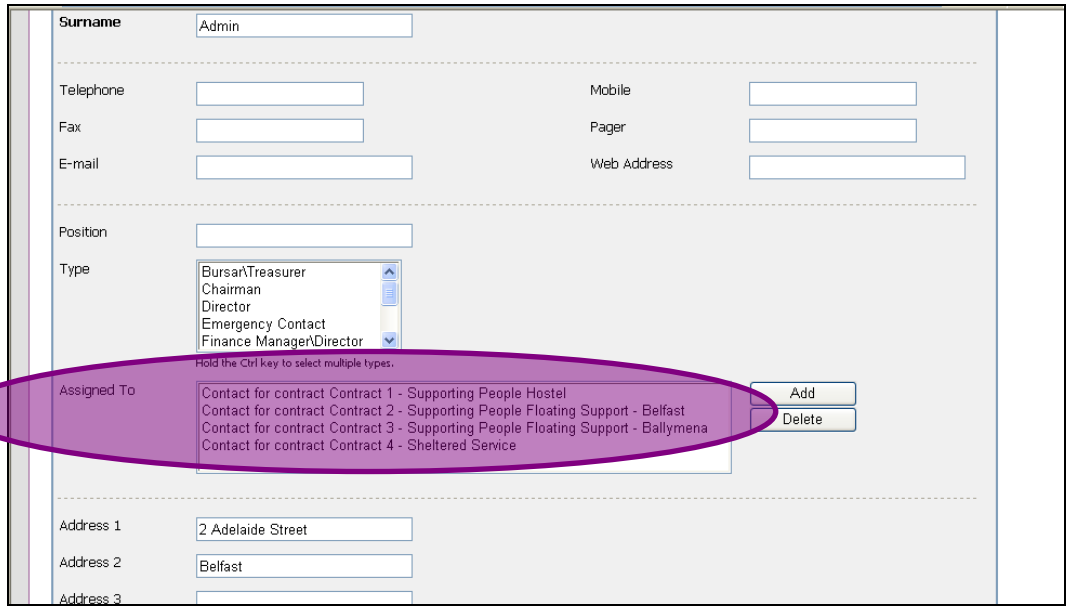
13.1 A provider can request that their users only be able to access and manage the services (and related data) that they are assigned to rather than all services that a provider has.

13.2 If you wish to limit access to SPOCC.net to reflect staff roles within your organisation, you will first need to contact the SP team who will activate the limited access facility in SPOCC.

13.3 SPOCC.net access is limited based on the assignments recorded against each contact.

13.4 You can check the assignments for staff by clicking on the Manage contacts field in the secure home page and then selecting the relevant staff member.





13.5 If you request limited access to SPOCC.net then your staff team's SPOCC.net access will be limited as follows:

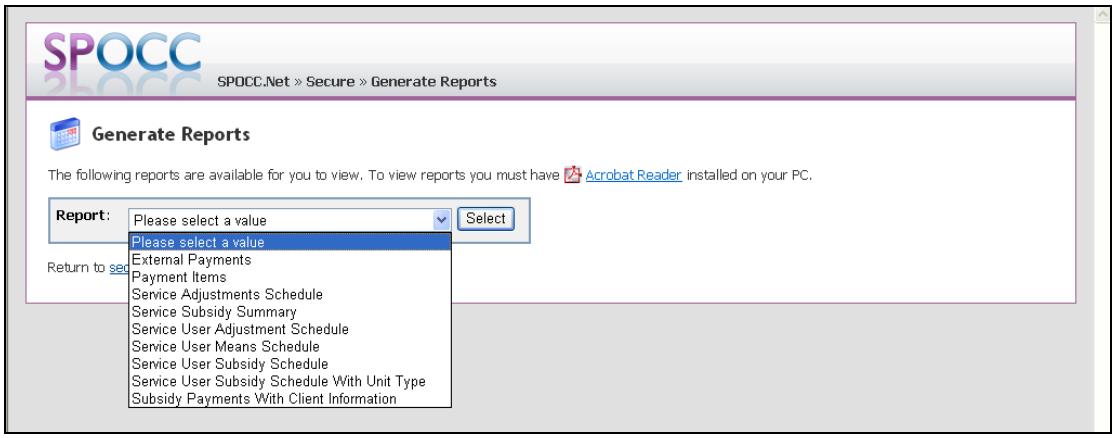
- If a contact is assigned Organisation contact or Accreditation contact they will be able to access all service data for all their organisation's services. N.B. each role can only be assigned to 1 contact for the organisation
- If a contact is assigned Service Manager, Emergency Contact, Self referral Out of Hours, Self referral Office Hours, or SPOCC.Net Manager – access will be limited to those Services covered by the assignments. (E.g. Service Manager for Service A will only be able to manage the affairs of Service A; Service Manager for Service B who is also Emergency Contact for Service A will be able to manage the affairs of both Services A & B) N.B. each role, with the exception of SPOCC.net Manager can only be assigned to 1 contact for each service
- If a Contact is assigned Contract Contact– their access will be limited to those Services covered by the Contract(s) for which the Contact is assigned as Contract Contact

N.B. The role of *SPOCC.Net manager* is only available, and therefore can only be assigned, if your organisation has requested limited access to SPOCC.Net. The role is only available in this case as you may wish for more than one Contact to be assigned as able to log in and manage that Service in SPOCC.Net. There is no limit to the number of SPOCC.Net Managers you can assign to a Service.

13.6 If you wish to alter assigned roles or add new roles for staff members, after advising the SP team that you wish to activate the limiting SPOCC.net access facility, these changes should be made by editing the contact details of the relevant staff and submitting the change as a request via SPOCC.net.

14.0 Generate reports

14.1 In order to download reports for your organisation's services, you should first click on the 'Generate Reports' link on the Secure Services home page which will take you to the Generate Reports screen.

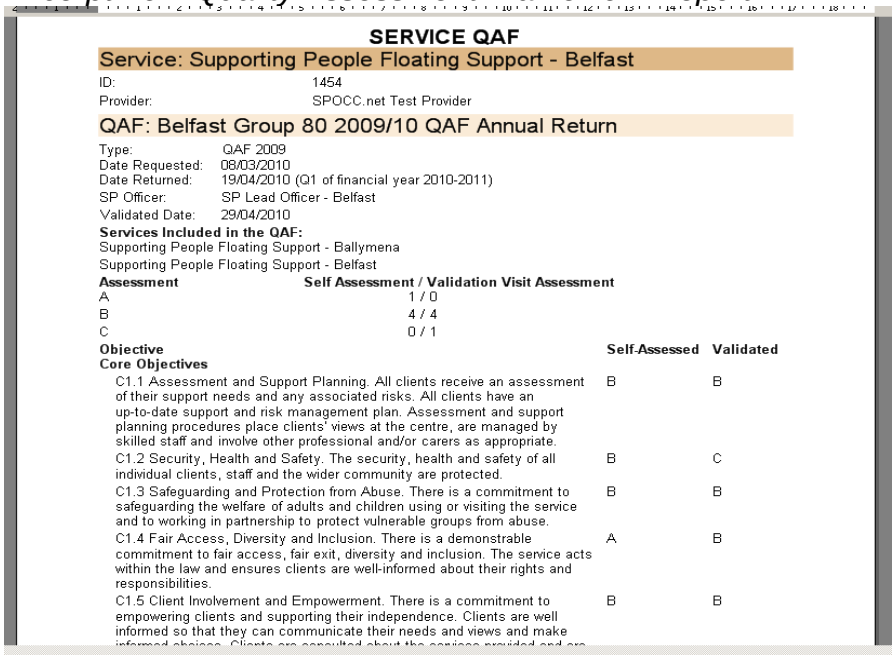

SPOCC
SPOCC.Net » Secure » Generate Reports
Generate Reports
The following reports are available for you to view. To view reports you must have Acrobat Reader installed on your PC.
Report:
Please select a value
Select
Please select a value
External Payments
Payment Items
Service Adjustments Schedule
Service Subsidy Summary
Service User Adjustment Schedule
Service User Means Schedule
Service User Subsidy Schedule
Service User Subsidy Schedule With Unit Type
Subsidy Payments With Client Information

14.2 You can select and download reports for any paid payment period from the following list:

- Payment Items
- Service Adjustment Schedule
- Service Subsidy Summary
- Service User Adjustment Schedule
- Service User Means Schedule
- Service User Subsidy Schedule

14.3 Please note that the SP Team are also currently developing the reporting facility to include additional reports relating to performance and quality assessments. These should be available by the end of May 2010.

Excerpt from Quality Assessment Framework Report



SERVICE QAF

Service: Supporting People Floating Support - Belfast

ID: 1454
Provider: SPOCC.net Test Provider

QAF: Belfast Group 80 2009/10 QAF Annual Return

Type: QAF 2009
Date Requested: 08/03/2010
Date Returned: 19/04/2010 (Q1 of financial year 2010-2011)
SP Officer: SP Lead Officer - Belfast
Validated Date: 29/04/2010

Services Included in the QAF:
Supporting People Floating Support - Ballymena
Supporting People Floating Support - Belfast

Assessment	Self Assessment / Validation Visit Assessment
A	1 / 0
B	4 / 4
C	0 / 1

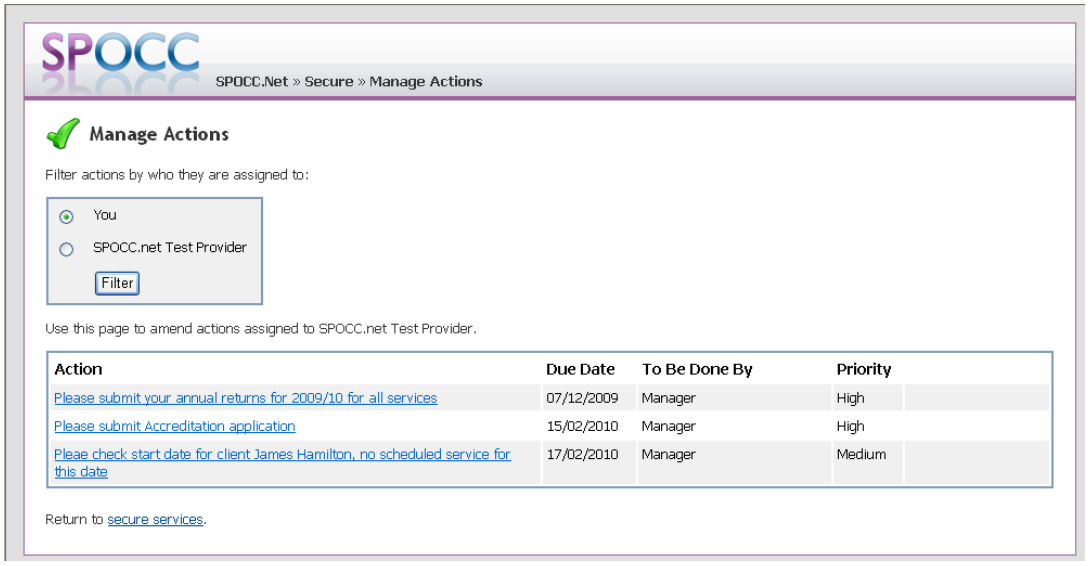
Objective	Self-Assessed	Validated
Core Objectives		
C1.1 Assessment and Support Planning. All clients receive an assessment of their support needs and any associated risks. All clients have an up-to-date support and risk management plan. Assessment and support planning procedures place clients' views at the centre, are managed by skilled staff and involve other professional and/or carers as appropriate.	B	B
C1.2 Security, Health and Safety. The security, health and safety of all individual clients, staff and the wider community are protected.	B	C
C1.3 Safeguarding and Protection from Abuse. There is a commitment to safeguarding the welfare of adults and children using or visiting the service and to working in partnership to protect vulnerable groups from abuse.	B	B
C1.4 Fair Access, Diversity and Inclusion. There is a demonstrable commitment to fair access, fair exit, diversity and inclusion. The service acts within the law and ensures clients are well-informed about their rights and responsibilities.	A	B
C1.5 Client Involvement and Empowerment. There is a commitment to empowering clients and supporting their independence. Clients are well informed so that they can communicate their needs and views and make	B	B

15.0 Manage actions

15.1 Actions are time bound tasks that are set by the SP team and need to be completed by the assigned person within a specified time frame.

15.2 These actions can be managed by clicking on the '**Manage Actions'** link on the homepage which will open the Manage Actions screen.

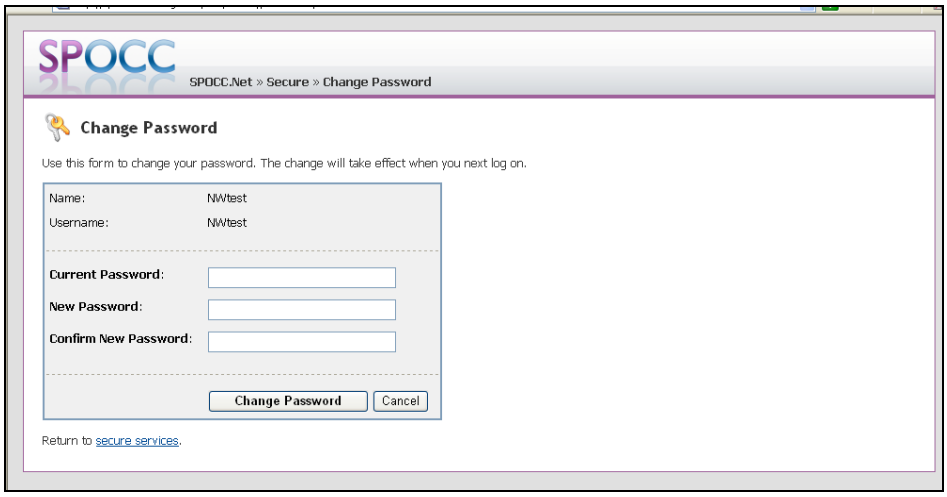
15.3 Any current actions will be listed. This list can be limited to either actions for the logged on User or for the Service as a whole. Check the appropriate box and click on the Filter button to limit the list.



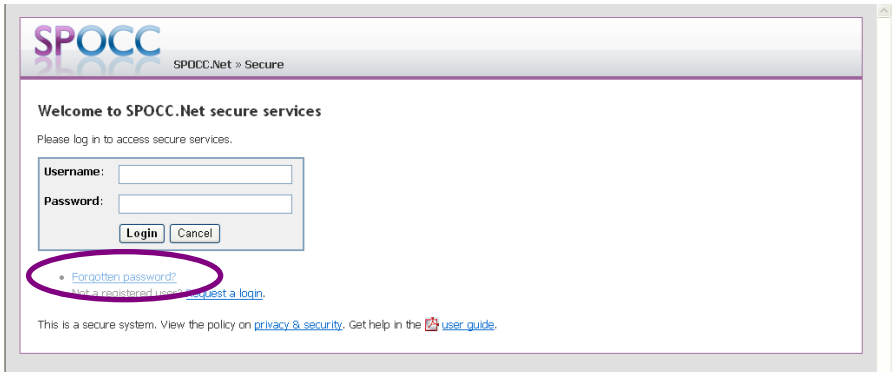
16.0 Change Password

16.1 Users will be prompted to change their password every 90 days. In order to change your password, select **change password**, from the secure homepage.

16.2 Users should enter their current password and enter and confirm their new password. Passwords should contain at least 6 characters which includes at least 1 capital letter and 1 number.



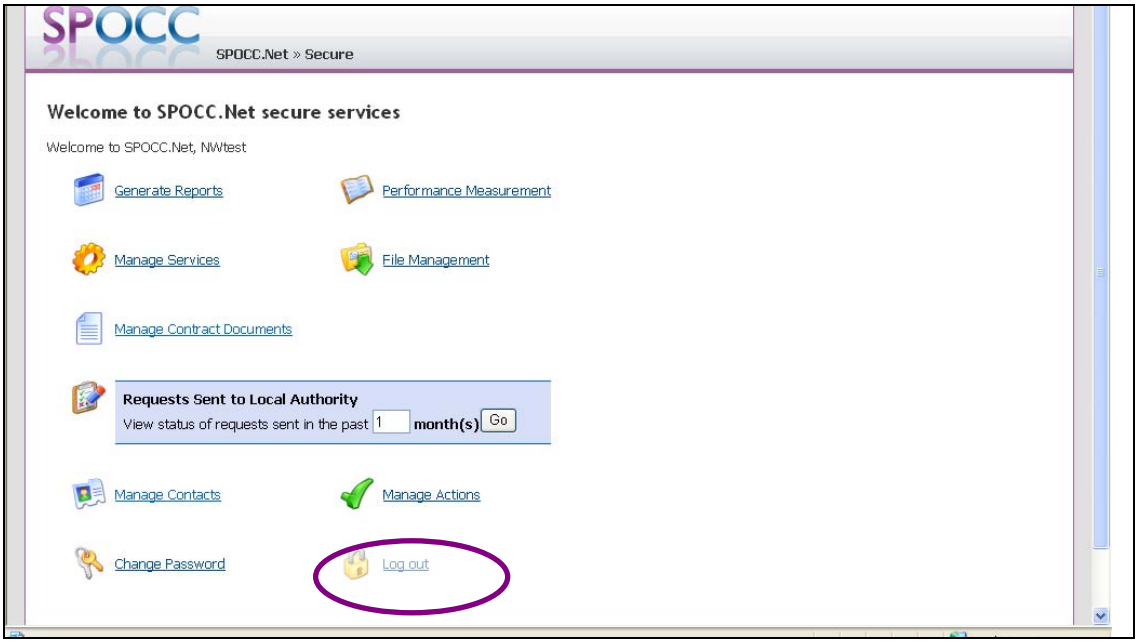
16.3 If you forget your password, notify the SP team, via the link on the log in page. It will be reset for you and you will be notified of your new temporary password.


SPOCC
SPOCC.Net » Secure
Welcome to SPOCC.Net secure services
Please log in to access secure services.
Username:
Password:
Login
Cancel
Forgotten password?
Not a registered user? Request a login.
This is a secure system. View the policy on privacy & security. Get help in the user guide.

16.4 If a staff member no longer requires SPOCC.net access or a new member of staff requires access, you should contact the SP team, so that the appropriate changes can be made. New SPOCC.net users will be required to follow the process for PortWise set up and be provided with a username for SPOCC.net.

17.0 Log out

17.1 To log out, go to the **secure** homepage and select **Log out.**



18.0 SPOCC.Net Guidance & Support

18.1 More detailed guidance on both the PortWise authentication process and the SPOCC.net system is available.

18.2 The PortWise user manual should have been sent to each user by BT during the installation process and can also be accessed through the programme itself.

18.3 The SPOCC.net guidance produced by Oxford Computer Consultants is available from the SPOCC.net secure homepage.

18.4 BT will provide support to providers to help them install PortWise and set up the connection. This will be done remotely through the Service Desk and no on site support will be provided. The contact details for the BT Service Desk are shown below:

Email address: servicedesk@nihe.gov.uk
Telephone: 028 90 318 666

18.5 Once SPOCC.net is operational in your organisation, all technical queries relating to PortWise/SPOCC.net should be raised with the BT Service Desk.

18.6 SP has established a dedicated support team to deal with any functional queries, help users who are experiencing difficulties using particular areas of SPOCC.net and manage the general administration associated with the system. The contact details for these team members and the areas of the system for which they are responsible are provided below:

Caroline Connor caroline.connor@nihe.gov.uk 028 90318402
Responsibilities: General management of SPOCC.net

Julie Alexander julie.alexander@nihe.gov.uk 028 90318819
Responsibilities: Administrator for SPOCC.net, including issuing documentation, arranging limiting access facility, issuing usernames, providing training etc

James Taylor james.taylor@nihe.gov.uk 028 90318820
Responsibilities: General queries regarding functions of SPOCC.net including actions, contacts, requests sent to SP, QAF submissions, resetting passwords etc.

Darren Stockdale darren.stockdale@nihe.gov.uk 028 90318692
Responsibilities: Administration of client schedules/changes for longer term schemes and managing contracts facility in SPOCC

David Mayne david.mayne@nihe.gov.uk 028 90318800
Responsibilities: Administration of client schedules/changes for floating support services, administration of performance measurement returns